

T and I Professional Services Support Service

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Type of inspection:
Announced

Completed on:
9 June 2025

Service provided by:
T & I Professional Services Limited

Service provider number:
SP2014012373

Service no:
CS2017354556

About the service

T and I Professional Services is registered to provide a service for adults with physical needs living in their own home. The service provides residential care. The provider is T & I Professional Services Limited who also run a T and I Professional Services Limited, a Nurse Agency.

The service provides care and support from their staff team to within a 30 mile radius of Elgin and has an office located in the town centre. At the time of inspection, the service was supporting 22 people.

About the inspection

This was an inspection which took place between 2 June 2025 and 9 June 2025. The inspection was carried out by one inspector from the Care Inspectorate.

To prepare for this inspection we reviewed information about this service. This included, registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year.

In making our evaluations of the service we:

- Spoke with four people using the service and a family member, five relatives also contacted us by email
- Spoke with five staff and management and a further 13 staff contact us by email.
- Observed practice and daily life
- Reviewed documents.

Key messages

- People were very happy with the quality of the care and support service they received.
- People said that they knew the staff who supported them, and they were confident that they knew what they were doing.
- Staff were respectful of being in people's homes.
- Managers were accessible to staff and to people who use the service.
- There was a culture of inclusion - people were encouraged to have their say.
- The service was very well led and organised.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	5 - Very Good
How good is our leadership?	5 - Very Good
How good is our staff team?	5 - Very Good
How well is our care and support planned?	5 - Very Good

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

People told us they were very happy with the service. A people and families we contacted described the care as 'lovely' and 'they do such a difficult job so well', they also appreciated having a small core group of staff visit.

A major strength of the service was the flexibility and dedication from the staff team which meant that people received the care and support they needed. There was a stable core team of staff in each of the areas. A relative said, "the continuity of the same few carers is good, as my mother gets used to them". Staff were able to have meaningful conversations with people and were very respectful and careful when in their homes. People felt they were always treated with dignity and respect. This contributed to people knowing the staff team and forming positive, trusting relationships.

Staff had access to people's care plans and risk assessments prior to supporting them. As a result, staff knew people's care and support needs, wishes and preferences. The staff and leadership team need to ensure that the care plans and risk assessments contain the most up to date information. These should reflect any change in people's support. This would assist in reducing any risk of inconsistent support, if people were supported by staff who are not part of their core staff team and may be unfamiliar with these changes.

The length and time of visits were agreed with the person, the service and care management. People told us that the visits by staff were never rushed, and staff said that they always had enough time to deliver the care and support that people needed. People said it was lovely that the staff had time for them. This enriched the lives of people experiencing care. Staff were friendly, professional, and courteous. There were good links with other professionals who were involved in people's care and support. Advice and guidance were being put into place to ensure people received the care that was right for them. The staffs' awareness of their role and their responsiveness meant that people's care and support adapted to their changing needs.

Staff were competent and confident in supporting people with their medication. There was effective communication between families, local pharmacies, and GP practices. People's support plans should clearly detail the individual support they required with their medication. This ensured people received their medication as prescribed while still retaining as much control as possible and practical.

How good is our leadership?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

There was a stable leadership team who were very visible and very approachable to all. There was a culture and ethos within the organisation to empower and develop staff. Staff felt confident to raise issues or discuss improvements with the leadership team.

The service's quality assurance processes were well maintained and focused on improving the outcomes for

people. The individual person-centred auditing processes were well maintained. Plans were in place to further develop the auditing processes as part of a wider quality assurance approach to give a greater view of how well the service was operating. Appropriate action and learning had been implemented when concerns were identified. There was very good oversight and formal monitoring of the processes which assisted in safeguarding both people, who use the service, and staff. This meant that staff practice was up to date. The leadership team were responsive to all concerns and appropriate actions were taken promptly.

A service improvement plan was in place, based on peoples' experiences and changing needs. A previous area for improvement was met. There was a focus on providing opportunities for people to voice their opinion on their support or how well the service was performing. This assisted in driving continuous improvement.

How good is our staff team?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

A key strength was the stable staff team which meant that people knew who was coming into their homes. We received very positive feedback about the staff. People said the staff deserved "a gold star." This meant that people's experience of care was positive.

There was a culture and ethos within the organisation to empower and develop staff. The leadership team were ensuring that all staff were accountable for their actions or lack of action that may have an impact on people's health and wellbeing.

The training program consisted of a mix of eLearning and practical training. Staff said that they enjoyed working for the company and that they felt very well supported in their role. The training records, and one to one supervision reflected the developmental training and support provided to staff. The leadership team continued to formally monitor and confirm that all staff maintained their skills, knowledge and understanding.

There were effective informal and formal communication processes in place. Staff were given regular opportunities to discuss their work, practice and how best to improve outcomes for people.

Many of the staffing decisions were made using professional discretion and judgement. Staff were matched with people based on the staff members skills, knowledge, and experience. This assisted in ensuring people had the best chance of experiencing good care and support. The leadership team should consider how they will formally evidence the decisions on staffing and how the service is staffed, to ensure they remain open and transparent to all. This should take into account the views of staff and people who use the service and The Health and Care (Staffing) (Scotland) Act 2019- Having the right people, in the right place, with the right skills, at the right time.

How well is our care and support planned?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

The service had recently successfully implemented a new digital care app to assist staff with daily notes and provide an overview of people's support plans. Staff spoke highly of this app and how it had improved

consistency in the care provided and improved communication. Progress continued to be made to develop people's personal plans to ensure they were person centred. However, the standard of documentation within people's personal plans was variable. People's plans did not always contain relevant information and guidance which had a potential impact on the care and support provided. The documentation does not reflect all the positive outcomes for people. Although the core staff knew people's needs, there was a risk of inconsistent care and support being provided by staff who were unfamiliar with people. We discussed these concerns with the leadership team and these documents were updated during the inspection.

People and families were involved in reviewing their care and support. There were formal and informal opportunities for people and their families to tell staff what was working for them and what needed changed. The leadership team ensured that the outcome from these discussions were reflected within their personal plans.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

The provider should self evaluate the quality of the service against the Health and Social Care Standards in order to make and implement a formal plan, which improves outcomes and experiences for people. People, their relatives and staff were to be involved and their views taken to inform an improvement action plan which should be used to regularly review progress.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19)

This area for improvement was made on 26 January 2023.

Action taken since then

This area for improvement was met. See 'How good is our leadership?'

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good
How good is our staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good
How well is our care and support planned?	5 - Very Good
5.2 Carers, friends and family members are encouraged to be involved	5 - Very Good

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