

Right at Home Dundee, Angus and North-Fife Support Service

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Service provided by:
Roundstone Quality Care Ltd

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Service no:
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About the service

Right at Home Dundee, Angus and North Fife offers a range of homecare services tailored to people's individual needs. The support provided ranges from personal care, medication and meals to companionship and live in care. Services may be funded through the local authority, or privately. The aim of Right at Home Dundee, North Angus and North Fife is to deliver responsive, high quality and person centred care that enables individuals to maintain their independence and live comfortably in their own homes.

About the inspection

This was an unannounced inspection which took place on 21, 22 and 28 March 2025. The inspection was carried out by one inspector from the Care Inspectorate. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection. In making our evaluations of the service we:

- spoke with five people using the service and four of their representatives
- spoke with six staff and management
- observed practice and daily life and
- reviewed documents.

Key messages

People receiving a service from Right at Home Dundee, Angus and North Fife spoke highly about the support they received. Their comments included:

"The staff are very nice and friendly"

"She is well trained and very good at her job"

"They are very kind and caring"

"I don't have any concerns, I'm very lucky"

"They go out of their way to help"

"The communication is very good."

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 major strengths in the support provided that impacted positively on outcomes for people, we therefore evaluated this key question as very good.

People we spoke with were very complimentary about the staff providing their support; they told us that staff were patient, kind and caring and that they were treated with dignity and respect. We saw that people were supported by a consistent team of staff and the service sought to match staff skills and knowledge with the needs of the people they supported. This enabled people to build trusting relationships with their support staff.

Visits were well planned and the service worked to ensure that people received their support at their preferred time. The management team paid attention to the timing of visits to ensure they met people's preferences. The service ensured sufficient time was allocated to each visit and service users and care staff told us they didn't feel rushed. This responsive approach ensured the service was provided in accordance with people's individual needs and promoted their health and wellbeing. Service users received a weekly rota informing them of their visits and their carers for the coming week. This helped people feel safe whilst also providing reassurance for their families and loved ones.

Care staff had built trusting relationships with those they supported and knew people well, this helped staff identify any changes to people's needs and when additional support may be required. There was a drive to work in partnership with people and their families, and relatives we spoke with told us that they were consulted and felt involved in their loved ones' care. People told us that communication was very good, this helped ensure that the support people received continued to meet their needs and wishes and helped keep people well.

How good is our leadership?

5 - Very Good

We evaluated this key question as very good, where strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

The service had a range of quality assurance processes in place that supported management oversight and effectively addressed all areas of the service. Audits took place with scheduled frequency; these included safe administration of medications, moving and handling, infection control, care reviews, safety checks, service user feedback and staffs professional registration. Audits were also used to evaluate service performance and support ongoing improvement. These demonstrated the service's values and commitment to providing a high standard of care.

Robust recruitment processes aimed to ensure only suitable staff were selected to work with people and management and care staff were clear about their roles and their responsibilities in relation to safeguarding and reporting, performance, risk and regulatory requirements. Staff told us they felt supported and that they were encouraged to raise any issues or concerns they might have. We heard that when any issues were raised, the service was responsive and these were acted on and dealt with quickly.

People were encouraged to be involved in evaluating the quality of the service provided and were regularly asked for their views on the service they received.

This ensured that the outcomes and wishes of people receiving support were the primary drivers for change. We were assured that the service was led by an effective management team who were committed to continuous improvement and providing a high standard of care.

How good is our staff team?

5 - Very Good

We found major strengths in the support provided that impacted positively on outcomes for people, we therefore evaluated this key question as very good.

The service followed safe and thorough recruitment processes and staff were subject to the necessary checks and references prior to commencing employment. This included Protection of Vulnerable Groups (PVG) checks and receipt of two references, including one from their most recent employer. All staff were registered with the Scottish Social Services Council (SSSC) and registration compliance was regularly reviewed. These checks help keep people safe.

On commencing employment, staff underwent a period of induction. This involved mandatory training, an overview of the provider's policies, and shadowing more experienced members of the care team to learn about people's support needs. A training plan helped identify any gaps in staff's knowledge and when refresher training was due, whilst regular observations of staff practice supported staff competency and ensured best practice was followed. Staff were encouraged to develop their skills and knowledge and they were able to request additional training specific to people's needs. Staff told us that the quality of training they received equipped them with the necessary skills for their role. This enhanced the care being provided and ensured people received person-centred support.

People should expect that their care and support is consistent and stable, because people work well together. We found that staff, regardless of their individual roles, worked together as a team and we were told that management were supportive and responsive. The service recognised the value of its staff and there was a positive focus on staff wellbeing, with a range of supports in place to promote a good work/life balance. Staff were clear about their role and responsibilities, they were motivated and felt supported and happy in their job. These measures contribute to the recruitment and retention of staff and the quality of service provided.

How well is our care and support planned?

5 - Very Good

We evaluated this key question as very good, where strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

It is essential that staff have all the necessary and relevant information to deliver people's support safely and effectively. Everyone receiving a service had a support plan that held detailed and comprehensive information about relevant aspects of their daily lives, health and wellbeing needs. These were person-centred and focussed on what was important to people and the outcomes they wanted to achieve. This information helped guide staff and ensured people's individual needs were met. Risks assessments were in place; these included potential risks associated with mobility, eating and drinking, etc and provided guidance for care staff as to how these should be managed. Where people were unable to make choices or decisions, there was supporting legal documentation in place. These measures help keep people safe.

People's care was regularly monitored and, where changes to their support were required, assessments and referrals to other agencies were carried out promptly. This helped ensure people's support remained appropriate to their needs. Care reviews took place as per the service's policy and included the views of the person receiving support and those closest to them.

People and their families were involved in the assessment process, planning their support and identifying the outcomes they wished to achieve. This ensured that people's support plans were person-centred and informed by them. Staff had sufficient time to engage with people in a meaningful way and provide compassionate care and support. People receiving support and their families told us they could not fault their care.

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
1.1 People experience compassion, dignity and respect	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
3.1 Staff have been recruited well	5 - Very Good
How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

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