

Inspection report

Elite Care (Scotland) Ltd Housing Support Service

4 Alfred Place
City Road
St Andrews KY16 9XG

Inspected by: Ingrid Laing
(Care Commission Officer)

Type of inspection: Announced

Inspection completed on: 16 October 2008

Service Number

CS2004071787

Service name

Elite Care (Scotland) Ltd

Service address4 Alfred Place
City Road
St Andrews KY16 9XG**Provider Number**

SP2003002515

Provider Name

Elite Care (Scotland) Ltd

Inspected ByIngrid Laing
Care Commission Officer**Inspection Type**

Announced

Inspection Completed

16 October 2008

Period since last inspection

15 months

Local Office AddressSouth Suite, Ground Floor
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Introduction

Elite Care (Scotland) Ltd is a privately owned agency which was established in 1984 and provides a range of nursing, domestic and care services to people in their own homes. The service registered with the Care Commission in April 2002.

The housing support/care at home service is available 24 hours a day, 7 days a week. Support packages are provided on an individual basis, according to need.

The aims of the service states " We believe our clients have the right to be cared for in a compassionate, caring and professional manner ensuring that their needs are met by respecting their privacy, comfort and wishes."

Based on the findings of this inspection the service has been awarded the following grades:

Quality of Care and Support - 5 - Very Good

Quality of Staffing - 4 - Good

Quality of Management and Leadership - 5 - Very Good

This inspection report and grades represent the Care Commission's assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. Please refer to the care services register on the Care Commission's website (www.carecommission.com) for the most up-to-date grades for this service.

Basis of Report

This report was written following an announced inspection which took place over 2 days on 15 and 16 October 2008.

The service submitted a completed Annual Return as requested by the Care Commission. The service provider also submitted a completed self assessment form.

Thirty Care Commission questionnaires were issued to people using the service and/or their representative. Twenty two completed questionnaires were returned prior to the inspection.

Twenty staff questionnaires were issued and fourteen completed questionnaires were returned prior to the inspection.

This service was inspected after a Regulation Support Assessment (RSA) was carried out to determine the intensity of inspection necessary. The RSA is an assessment undertaken by the Care Commission Officer (CCO) which considers: complaints activity, changes in the provision of the service, nature of notifications made to the Care Commission by the service (such as absence of a manager) and action taken upon requirements. The CCO will also have considered how the service responded to situations and issues as part of the RSA

This assessment resulted in this service receiving a low RSA score and so a low intensity inspection was required. The inspection was based on the relevant Inspection Focus Areas and associated National Care Standards, recommendations and requirements from previous inspections and complaints or other regulatory activity.

This included a sample/grade of a service user quality statement from each Quality Theme

and a sample/grade of IFA and one Quality Statement chosen by the CCO in each Theme. The IFA for 2008/09 for this category of service is Notifications.

The inspection was carried out by Ingrid Laing, Care Commission Officer.

During the inspection, evidence was gathered from a number of sources including:

A review of a range of policies, procedures, records and other documentation including the following:

Supporting evidence from the up to date Self Assessment

Service User's personal plans and reviews

Accidents and Incident records

Complaints records

Quality Assurance records

Care Commission questionnaires which had been completed by service users, relatives and staff members.

Discussions with a range of people including:

The manager,

Five staff of varying grades

Two people who used the service and three relatives.

All of the above information was taken into account during the inspection process and was reported on.

Details of the inspection focus and associated Quality Themes to be used in inspecting each type of care service in 2008/09 and supporting inspection guidance, can be found at: <http://www.carecommission.com/>

This service will receive a minimum of one inspection over the year 2008/09.

Fire Safety Issues

The Fire (Scotland) Act 2005 introduced new regulatory arrangements in respect of fire safety, on 1 October 2006. In terms of those arrangements, responsibility for enforcing the statutory provisions in relation to fire safety now lies with the Fire and Rescue service for the area in which a care service is located. Accordingly, the Care Commission will no longer report on matters of fire safety as part of its regulatory function, but, where significant fire safety issues become apparent, will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Further advice on your responsibilities is available at www.infoscotland.com/firelaw

Action taken on requirements since last Inspection

There were two requirements made in the last inspection report relating to developing a policy and procedure on restraint and providing staff training in restraint. Both requirements were met in full.

Comments on Self Assessment

A fully completed Self Assessment document was submitted by the service. This was completed to a satisfactory standard and gave relevant information for each of the quality Themes and Statements.

The service provider identified what they thought they did well, areas for future development.

View of Service Users

All eleven people using the service who participated in this inspection were either satisfied or very satisfied overall with the service provided. All thought they were treated with respect and were satisfied they received the support agreed in their personal plan. All bar two of the people who used the service were aware of the complaints procedures and all said they would feel comfortable making a complaint or raising a concern if they needed to.

One person commented that they thought some staff were too young and immature to deal with certain situations but overall they were very satisfied with the service.

View of Carers

Sixteen relatives of people who used this service participated in the inspection through personal or telephone interview and completed questionnaires. All were satisfied, and the majority very satisfied, with the service overall. All relatives contributing to the inspection were aware of the complaints procedure and stated they would feel comfortable making a complaint or raising a concern if they needed to. Comments included:

“Continuity is so important. The service has been excellent, same carers, same time every day. Much the best company we have had.”

“My relative looks forward to their visits.”

“I am very satisfied and very pleased with the care my relative receives.”

“I appreciate the efforts made to use the same 2 – 3 carers to cover my relative’s needs. I also very much appreciate the dependability and good timekeeping of all who regularly attend my relative.”

Quality Theme 1: Quality of Care and Support

Overall CCO Theme Grading: 5 - Very Good

Statement 1: We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

Service Strengths

The service accessed the views of service users and their representatives through:

- support assessments and reviews
- questionnaires and telephone surveys
- personal visits from senior staff
- the complaints procedure
- Service users/relatives Focus Groups

Service users were informed of the Care Commission inspection and were supported to contribute to the inspection through questionnaires, personal and telephone interviews.

It was evident from examination of documentation and feedback from staff interviews, service users/their representatives' questionnaires and interviews that service users were actively encouraged to express their views, both formally and informally and the service had used this information to improve the quality of support provided. e.g. as a result of feedback from relatives questionnaires, the system to match service users needs and staff skills was developed to identify staff who did not have a driving license.

Areas for Development

The service plan to further develop the Focus groups and increase the number of personal visits to service users from senior staff.

Other methods of encouraging participation and information sharing should be considered, such as a Newsletter.

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Statement 2: We enable service users to make individual choices and ensure that every service user can be supported to achieve their potential

Service Strengths

Personal plans and written agreements detailed individual support needs and how they

should be met. These were developed in conjunction with the service user/their representative. Regular reviews were carried out and risk assessments were in place to support and promote independence.

Staff interviewed demonstrated detailed personal knowledge of individual service users' care and support needs. Service users were observed to be offered choice and were supported using minimum intervention. Other health professionals and support agencies were involved as necessary.

Staff, service users and relatives interviewed confirmed choices and personal preferences were respected and personalised care was provided. Service users and relatives spoke of the care and support provided using terms such as "excellent" and "high standard"

Areas for Development

The manager identified the need to ensure that all staff completed full records and accessed information available to them.

The level of detail in personal plans varied. There were areas of very good practice in recording how individual needs and wishes should be met in some personal plans and this should be shared throughout the service. Recommendation 1

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

1

Quality Theme 2: Quality of Environment

Overall CCO Theme Grading:

Quality Theme 3: Quality of Staffing

Overall CCO Theme Grading: 4 - Good

Statement 1: We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

Service Strengths

Forums for service user and carer participation relevant to this statement are reflected in Quality Statement 1.1.

The training data base matched service users needs with staff skills ensuring that only staff with appropriate training were provided. The service hoped to develop this further to include other staff attributes.

Staff were introduced to service users before taking up post and there was evidence of service users/relatives views having influenced the allocation of staff. The service were open to a shared approach to training with one family supporting staff in how to meet the complex and individualised care needs of their relative.

Areas for Development

The service should consider developing the recruitment and selection process to include the involvement of service users/their representatives. Service users would need training and guidance on their role in the process. A record of how service users and carers influenced the decision making process should be retained.

The service could explore how service users and carers might become involved in staff training, supervision and appraisal systems. Demonstrate service user involvement in the choice of key worker.

The service demonstrates important strengths in this area; however there was more limited evidence of service user and carer participation.

CCO Grading

4 - Good

Number of Requirements

0

Number of Recommendations

0

Statement 3: We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

Service Strengths

The provider had a comprehensive computer system for recording training which highlighted unmet training needs. Training records evidenced a variety of both statutory and non statutory training was provided. Training was evaluated following the event in the form of

reflective accounts or evaluation questionnaires. A comprehensive induction programme had been developed which included training in protection of vulnerable adults, restraint, medication and first aid. The service had introduced a rolling programme to ensure that all staff completed the elements of core training. A system of direct observation was in place to ensure training was reflected in care practices. Staff were supported to achieve the qualifications necessary in order to register with the Scottish Social Services Council (SSSC). The provider was in the process of becoming a Scottish Vocational Qualification assessment centre.

Staff meetings, mail shots and a regular Newsletter kept staff informed of new developments and policy guidance. A new resource centre was opened in Dundee to enable staff to 'drop in' for support and provide staff with training materials.

The Care Commission officers found the staff they met during the inspection to be pleasant, friendly and motivated.

Feedback from the staff questionnaires submitted and from the staff spoken with during the inspection was positive about the training offered and staff said they felt well supported by management. Staff felt their views were listened to and acted on. It was noted that feedback from staff questionnaires had been included in the Newsletter and suggestions were acted on.

Staff comments included:

"All employees are informed of training and have the opportunity to attend"

"Our manager is always at the end of the phone. I have always found her to be supportive and available to talk to all the carers"

"Elite Care has given me every opportunity to further my experience in the care sector by providing appropriate courses"

"Our company provides well for staff"

Only one staff member commented that they would like more training.

Feedback from service users contributing to the inspection through interview and questionnaires indicated that they were satisfied staff had the skills and abilities to meet their needs. Comments included:

"Without exception the carers Elite Care have provided have been wonderful, blending the exact amount of friendliness with a supremely professional manner and high standard of care"

"We all appreciate the kind, friendly and competent care we receive every day from everyone who comes here"

Areas for Development

The organisation had recently introduced an additional tier of management (Team Leader) who will work closely with the service user, relatives and staff, providing closer monitoring and support at service level. This will also provide more opportunities for staff to develop their career within the service.

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Quality Theme 4: Quality of Management and Leadership

Overall CCO Theme Grading: 5 - Very Good

Statement 1: We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.

Service Strengths

Forums for service user and carer participation relevant to this statement are reflected in Quality Statement 1.1.

It was evident staff advocate for people who use the service on a daily basis. Service users and their representatives were encouraged to participate in this inspection.

Service users and relatives contributing to the inspection said they would feel confident in expressing their views or concerns to the management and staff. Examination of documentation showed that the management had responded to and took action on comments, concerns or suggestions put forward to improve the service.

Areas for Development

See 1.1

The service should develop a participation policy which reflects the way the service engages with service users and their representatives to influence the strategic direction of the service. This should be shared with service users and staff.

The service plan to start a client focus group in Perth.

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Statement 4: We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide.

Service Strengths

A Quality Assurance policy had been developed and was on display in the training room. Quality audits were in place to monitor performance and identify any trends/patterns and areas for development. As well as accessing the views of service users, their representatives and staff, Elite Care had involved care managers in evaluating the performance of the service. This information had been used to inform the strategic plan for the service.

The service had a comprehensive complaints procedure. A copy of the complaints procedure was included in the information pack. Service users and relatives participating in this inspection confirmed that they were aware of the complaints procedure and would be confident in raising concerns if they needed to.

The service manager was aware of the SSSC Codes of Practice and her responsibility to report to SSSC and the Care Commission any incidences of misconduct including theft within the care service.

It was evident from discussions with service users and relatives and feedback from questionnaires that there was a high level of satisfaction with the service overall. There was evidence of the service being flexible and responsive to the needs and wishes of people who used the service.

Areas for Development

The provider plans to introduce a system of monthly review for each service users care package to enable the provider to respond more quickly to areas for improvement.

The service should continue to develop their Quality Assurance policy and systems. Consideration should be given to sharing the outcome of the service evaluation and strategic plan with service users, staff and other stakeholders.

New documentation for recording accidents/incidents and complaints was in the process of being introduced to ensure more effective audit. This will be followed up at the next inspection.

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Regulations / Principles

National Care Standards

Enforcement

There has been no enforcement action against this service since the last inspection.

Other Information

None

Requirements

There were no requirements made at this inspection.

Recommendations

1. Personal plans should be reviewed to ensure there is sufficient detail in all personal plans to guide staff practice.

National Care Standards, Care at Home: Standard 3 - Your Personal Plan

Ingrid Laing

Care Commission Officer