

Professional Carers Support Service

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Telephone: 0131 319 1968

Type of inspection:

Unannounced

Completed on:

29 May 2019

Service provided by:

Professional Carers (Wirral) Ltd

Service provider number:

SP2015012481

Service no:

CS2015336898

About the service

Professional Carers is a family run business, with its headquarters (and main operation) in the north-west of England.

This service registered with the Care Inspectorate in July 2015 to provide a support service (care at home) to adults and older people with physical and learning disabilities, sensory impairment, mental health problems including dementia, living in their own homes and in the community.

The service is managed from an office base in Kirkliston, on the outskirts of Edinburgh and is currently delivered to clients in South Queensferry, Ratho and Kirkliston. The service has a registered manager, a care coordinator, two senior carers and a team of care workers.

The aims of the service are:

- To support clients to maintain their independence and quality of life.
- To deliver a service of the highest quality that will improve and sustain the client's overall quality of life.
- To respect each client's right to independence, privacy, dignity, fulfilment and the rights to make informed choices.
- To ensure that each client's needs and values are respected in matters of religion, culture, race or ethnic origin, sexuality and sexual orientation, political affiliation, marital status, parenthood and disabilities or barriers.
- To identify, train and match carers as closely as possible with the client, in order to meet their needs.
- To work in partnership with clients to develop staff members to become experts in meeting their needs in a manner that the client wants.

What people told us

During the inspection we accompanied care staff on some of their care visits where we met and listened to the views of supported people and some of their relatives. We also received 10 completed care standards questionnaires, some of which were completed by a relative on behalf of a service user.

Overall, people were highly satisfied with the quality of their care and support. Comments included:

"In the short time I have been with Professional Carers I have been much happier and hope it will continue. It is much better than the last company and I am not rushed as before. I have had a team of six carers and another carer has just started. This is so much better than with the previous company. The new carer has shadowed others and has been fine. I am nervous when being hoisted but they all know what they are doing. They are all pleasant, respectful of my dignity and really caring. They try to make me as comfortable as they can. I am very happy with how they look after me but I don't know what training they get. The district nurses have remarked that my skin is being better looked after. The manager has phoned and asked if everything is going ok and has

visited twice. There has been a staff member from the office here twice to oversee the carers. I am very grateful that the service allows me to remain at home."

"I am very happy overall. The main concern is about getting to know a new person. I'd like to keep all 'my girls' together."

"I am very happy, good support and communication. They're very helpful."

"This company is so much better than the previous service we had. They should be at the top, I recommend them. All the staff are lovely. They really care."

"The staff know what they're doing. I know the manager at the office."

"The manager has mentioned the new Health and Social Care Standards."

"They are better than my previous company, I know who is coming, I have a small number of regular carers and they keep to regular times."

"The staff are lovely. They look after me well and my daughter is pleased."

"Generally the carers are satisfying my expectations. I have no problems leaving (my relative) with the carers. In the short period of time that we have had the service, two carers have been involved. They appeared to have easily got along with her without any problems."

"We are very happy with the quality of care. Everyone is very kind, caring, friendly and encouraging both to mum and myself. We had a meeting with the manager in July 2018 and we had an update with the senior recently. I do know that I could contact the Care Inspectorate, but I cannot imagine ever needing to."

Self assessment

There was no requirement for the service to provide a self assessment for the inspection year 2019/20. Issues relating to quality assurance, feedback from people using the service and their relatives along with the quality of the service's improvement plan are considered throughout the inspection.

From 1 April 2018, the new Health and Social Care Standards replaced the National Care Standards. These seek to promote and improve outcomes for people who experience care. Services should now be providing support in accordance with these standards.

These are:

- 1: I experience high quality care and support that is right for me.
- 2: I am fully involved in all decisions about my care and support.
- 3: I have confidence in the people who support and care for me.
- 4: I have confidence in the organisation providing my care and support.
- 5: I experience a high quality environment if the organisation provides the premises.

The full standards can be viewed at:

<https://scotgov.publishingthefuture.info/publication/health-and-social-care-standards-my-support-my-life>

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of staffing	not assessed
Quality of management and leadership	4 - Good

What the service does well

People experienced high quality, safe and compassionate care which met their needs, rights and choices. People told us the service was caring and that they had developed trusting and positive relationships with staff. They felt respected and listened to. They had met managers and had confidence in raising any issues.

People were given clear information about the service and were included in the assessment of their needs and wishes as set out in their personal support plans. Improvements had been made to make sure that support plans were more up to date than at the previous inspection. There were effective ways to communicate any changes to staff so that they had accurate information about people's needs.

People were involved in reviewing their support and had good opportunities to provide feedback on their service. A newsletter had been introduced as a way to keep people informed about the service and there were occasional social events for service users and staff, for instance an up-coming coffee morning was advertised for June.

We could see that people received consistent support from a small team of carers. This meant that staff knew people's routines and choices well and what was important to them. People experienced a personalised service from staff who listened, encouraged and reassured them. People's independence was promoted by staff who encouraged them to do things for themselves, whilst mindful of any risks.

People could be reassured that staff were safely recruited. All of the staff we met were motivated to deliver good care and to learn and develop. Staff were observed to be confident working alone or in pairs and confident inducting new staff. They felt well-informed and supported in their role. Staff were kept abreast of news, good practice and policies and procedures with regular bulletins from head office. We were pleased to see that team meetings were more regular. This is especially important for staff who often work alone in order for them to share practice issues and discuss ideas.

There were effective systems to ensure all staff were appropriately registered with the Scottish Social Services Council (SSSC). Training was up to date, including refresher training. The service was making good progress towards achieving a qualified management team and qualified carers.

The service was making a difference to people, helping them keep as well as possible and to remain at home or return home successfully. Examples of positive outcomes included:

- feeling safer with a reliable service and known carers;
- healing pressure ulcers with a better skin care regime;
- referral for day care for someone to reduce social isolation;
- improved hygiene and skin care with trust and confidence to accept help to bathe.

There was good oversight from the office. Managers were well briefed and the care planning system was delivering improvements with compliance reports to monitor that visits took place on time and for the correct length of time. The service reported that there had been no missed visits, which was confirmed by the clients we met.

The service evaluated people's experiences to ensure people received the right care and support to meet their needs and to check that they were satisfied with the quality of the service. We were pleased to hear that the manager had discussed the Health and Social Care Standards with some people.

The service had expanded over the past year and was looking to continue to grow. The manager said that this would continue in a steady way, to ensure that quality was maintained.

What the service could do better

In order to ensure that people experience care and support based on relevant guidance and best practice the service should review its medication policy and procedures, taking into account guidance from the Care Inspectorate regarding; the role of carers in prompting, assisting or administering medication, medication risk assessments, ongoing competency of care staff in medication handling and use of multi-compartment compliance aids. **(See recommendation 1)**

We encouraged the service to continue promoting the Health and Social Care Standards with service users and with staff, for instance regular discussion at supervision and team meetings.

We advised that all service users should be offered the service's satisfaction survey (not just a sample) and also suggested giving consideration to the introduction of a relative's survey.

We identified some improvements relating to the findings of a concurrent complaint investigation.

We shared the Care Inspectorate's new quality framework and suggested that the service begins self-evaluation using this framework for continuous improvement.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The service should review its medication policy and procedures taking into account guidance from the Care Inspectorate to include, but not be limited to:

- definitions of prompt, assist or administer medication;
- medication risk assessments to determine and record the level of support required;
- good practice guidance on the use of multi-compartment compliance aids;
- systems to regularly assess the competency of care staff in medication handling.

The Health and Social Care Standards have been taken account of in making this recommendation, in particular standard 4.11 - "I experience high quality care and support based on relevant evidence, guidance and best practice."

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

There are no outstanding requirements.

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

There are no outstanding recommendations.

Inspection and grading history

Date	Type	Gradings
22 May 2018	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
2 May 2017	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
20 Jul 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good

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