

Inspection report

Share Scotland - Edinburgh - Care at Home Support Service

Castlebrae Business Centre
Unit 16
7 Peffer Place
Edinburgh EH16 4BB

Inspected by: Trish Crane
(Care Commission Officer)

Type of inspection: Announced

Inspection completed on: 12 March 2007

Service Number

CS2003053750

Service name

Share Scotland - Edinburgh - Care at Home

Service address

Castlebrae Business Centre
Unit 16
7 Peffer Place
Edinburgh EH16 4BB

Provider Number

SP2003002639

Provider Name

Share Scotland

Inspected By

Trish Crane
Care Commission Officer

Inspection Type

Announced

Inspection Completed

12 March 2007

Period since last inspection**Local Office Address**

Stuart House
Eskmills
Musselburgh
EH21 7PB
Lo-call 08456008335

Introduction

The Share Scotland - Edinburgh service is operated by Share Scotland and was registered with the Care Commission in 2004 to provide a Housing Support and Care at Home service to people with learning disabilities who lived in their own homes.

Although these services were registered separately, they are delivered in a combined way by the same staff team of 13.6 whole time equivalent staff, including the manager. At the time of inspection 5 tenants were receiving a service.

One of the aims of the Share Scotland - Edinburgh service was to "ensure that you get the assistance you need to live your life in the way that you want, whilst helping you remain safe and healthy."

Share Scotland is a voluntary organisation and the tenants at the Share Scotland - Edinburgh service had received a service from Share Scotland for many years, some in previously registered Care Homes.

Basis of Report

This announced inspection was carried out by the Care Commission Officer over the period between 13th March – 29th March 2007.

This service was inspected after a Regulation Support Assessment (RSA) was carried out to determine what level of support was necessary. The RSA is an assessment undertaken by the CCO which considers: complaints activity, changes in the provision of the service, nature of notifications made to the Care Commission by the service, action taken upon requirement etc.

This service was required to have a LOW level of support that resulted in an inspection based on the national inspection themes, and requirements from previous inspections, complaint or other regulatory activity.

The report is based on;

An announced inspection on the 12th March.

Consideration of the content of 6 staff questionnaires and informal discussion with 3 staff members.

Consideration of the content of 4 representative questionnaires.

Consideration of the content of the self evaluation material completed.

Examination of selected records and documentation, including:

- Support Plans and Agreements
- Risk assessments
- Accident and incident records

The Care Commission Officer took all of the above into account and reported on whether the service was meeting the following National Care Standards for Housing Support Services:

Care at Home Standard 2: The Written Agreement
Care at Home Standard 4: Management and Staffing
Care at Home Standard 6: Eating Well
Care at Home Standard 8: Keeping Well
Housing Support Standard 6: Choice and Communication

The inspection also took account of The Regulation of Care (Requirements as to Care Services) (Scotland) Regulations 2002 and Scottish Statutory Instrument 114.

Action taken on requirements in last Inspection Report

There were no requirements made against this service.

Comments on Self-Evaluation

On the day of inspection the manager provided the Officer with a paper copy of the self-evaluation. The self-evaluation form is to assist the provider of a service to judge the quality of their service against the National Care Standards being inspected. The content helped to inform the inspection.

View of Service Users

At this inspection no service user questionnaires were returned to the Care Commission.

View of Carers

Four representatives completed a questionnaire and indicated they were satisfied with the service. Three out of four representatives knew how to raise a concern or raise a complaint. All indicated that they were involved in reviews of the service. One representative said:

‘I feel needs are met with the excellent team that work with her’.

Regulations / Principles

National Care Standards

National Care Standard Number 2: Care at Home - The Written Agreement

Strengths

All residents receive a written agreement which defines how the service will meet their needs. It sets out the terms and conditions for receiving the service and arrangements for ending the service.

Representative questionnaires indicated that relatives/representatives were involved in the review of the service.

Areas for Development

No areas of development were found at this inspection.

National Care Standard Number 4: Care at Home - Management and Staffing

Strengths

An audit of the service's safer recruitment policies and procedures has been carried out by the Care commission on the 10th of May 2006 and found to be satisfactory.

A selection of policies and procedures that covered all legal requirements was in place. Staff indicated that they had access to these procedures.

Staff indicated that they received supervision and attended regular team meetings. Feedback suggests staff feel supported to carry out their duties.

The provider was committed to staff training and meeting or exceeding the qualifications required for social service workers.

A staff training log and a comprehensive induction programme was in place. Staff questionnaires indicated that the service has provided its staff with opportunities to access education/training in the last 12 months.

The service has again been awarded with the Investors in People Award together with a bronze award for Scotland's Health at Work scheme.

Areas for Development

The manager advised the Officer that the current quality assessment tool based on the National Standards is being revised and policy and procedures will include review dates.

Although financial transactions appear to be carefully recorded and checked a policy and procedure is not in place.

National Care Standard Number 6: Care at Home - Eating Well

Strengths

Food preferences and dietary requirements were recorded in personal plans.

The officer was advised that some service users had a food diary with the emphasis being on choice, variety and fresh food.

As part of the mandatory training staff completed an elementary food hygiene course.

As part of the interview process staff are asked about nutrition and their abilities to cook and prepare meals.

Staff gave some examples of when they advised service users about healthy eating options.

A member of staff gave an example of the action the service was taking to help the service user to eat and drink.

Areas for Development

The officer found no areas for development.

National Care Standard Number 6: Housing Support Services - Choice and Communication

Strengths

The Introductory Pack provides useful information and pictorial illustrations to aid communication.

Choice and communication is assisted through: daily notes; communication logs; personal support plans; reviews and family knowledge.

Service users were involved in a wide range of activities and staff were able to explain and illustrate some of the choices available to service users.

Areas for Development

There were no areas of development identified at this inspection.

National Care Standard Number 8: Care at Home -Keeping Well - Medication (where help with taking medication is provided as part of the service)

Strengths

All staff received mandatory medication training and specific input is given regarding the policy and systems during their induction. Records sampled at one service were of an

acceptable standard.

The type and dosage of medication given is recorded in the individuals own personal plan. Arrangements made to help service users with their medication were clearly documented.

The service has a policy for the administration, storage and ordering of medications.

Areas for Development

There were no areas of development identified at this inspection.

Enforcement

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

Other Information

The current Confidentiality Policy does not make it clear that the Care Commission has a right of access to certain information held in service user files.

Requirements

There were no requirements made against this service.

Recommendations

A recommendation is a statement setting out proposed actions to be taken by the service provider aimed at improving the quality of service (based on good practice and professional judgement) but which would not be subject to enforcement action if not actioned.

It is recommended that a financial policy and procedure is developed

National Care Standards Care at Home, Standard 4, Management and Staffing.

Trish Crane

Care Commission Officer