

Caledonia Homecare Support Service

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Aberdeen
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Telephone: 01224 619359

Type of inspection: Unannounced
Inspection completed on: 12 August 2016

Service provided by:
Caledonia Homecare Limited trading as
Caledonia Homecare

Service provider number:
SP2014012291

Care service number:
CS2014325433

About the service

Caledonia Homecare Ltd is a support service, care at home. The care is provided by trained and experienced health care assistants who provide practical help and encouragement towards independence and companionship. It is an independently owned company. It's aim is to provide the best possible standard of individual care for adults within their own homes.

What people told us

Each year before the Care Inspectorate visit we send out questionnaires to the manager to distribute to service users and families. At the time of the inspection, we had received no questionnaires back.

Feedback we received from talking to three service users:

- "Life is very busy and dealing with Caledonia was very easy".
- "Thank you to the staff member who recognised something was wrong with my family member, who stayed with them until midnight to make sure everything was ok".
- "Very satisfied with the service from Caledonia and would like to take this opportunity to say thank you to all of the staff for making such a difference in my dad's quality of life".

Self assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

The Care Inspectorate received a fully completed self assessment document from the provider. We were satisfied with the way the provider completed this and with the relevant information included for each heading that we grade services under. The provider identified what it thought the service did well, some areas for development and any changes it had planned.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of staffing	5 - Very Good
Quality of management and leadership	4 - Good

Quality of care and support

Findings from the inspection

We found this service was performing to a very good standard in all areas covered by this theme. We looked at the experience of people and tied this in with how staff planned and delivered their support. We took account of all of this information to make judgments about the quality of the service provided.

Customers spoke positively about the support they had received and the quality of the support provided by staff. People were well supported, because the service provided very good links with other agencies, such as community health teams. Staff took on leadership roles that ensured the service ran effectively. Staff were confident and supportive of each other, demonstrated confidence in making decisions, were committed to their work and ensured that customers had access to suitable support.

The service met the participation needs of customers effectively. We looked at seven personal plans, reviewed records, medication records. Information was found to be in place within the plans that had come from customers and or their families. Personalised information would refer to their preferences with regard to care and if any particular products should be used.

Reviews of care were taking place at regular intervals. Within these reviews customers and their families were being encouraged to express their views and state how they felt they had been supported.

In addition to the formal reviews there were records of telephone reviews taking place. Customers were being asked about the quality of staffing, did the care meet their needs, did they feel listened to and if the file required updating.

The service should ensure it continues to maintain the improvements it has made in this area and continues to review the needs of customers and their families. The service should review how they record reviews and work towards being more outcome focused.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of staffing

Findings from the inspection

We found this service was performing to a very good standard in all areas covered by this theme. People told us there were "good relationships with the staff". Staff were seen to be professional, always interacted with people with warmth and friendship.

During the course of the inspection it was observed that the manager was phoning customers and discussing the upcoming holiday arrangements. She was explaining how the service would be operating and checking if anyone required any changes to their routine.

Staff took on leadership roles that ensured the service ran effectively. Staff were confident and supportive of each other, demonstrated confidence in making decisions, were committed to their work and ensured that service users had access to suitable support.

Staff members told us that throughout their induction period they were mentored, and that the training they had undertaken was appropriate for the role. New staff felt welcome and valued. We saw evidence of management continually monitoring the staff.

There was a recommendation made at the previous inspection, that the provider should ensure that when staff record information that if any further action is required of staff, then this is then recorded. This is to ensure that any changes are being passed on either to senior staff at the service, or to the relevant healthcare professional. This will be reinstated as we found a lack of evidence that this had been implemented successfully. **(See recommendation 1.)**

We found that there was a lack of evidence of recording for reviews and appraisals, the provider should review current arrangements for supervision and introduce a more formal regular supervision meeting which is recorded and staff are reflecting on their work practices. This recommendation will be reinstated. **(See recommendation 2.)**

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. That the provider should ensure that when staff record information that if any further action is required of staff then this is recorded. This is to ensure that any changes are being passed on either to senior staff at the service, or to the relevant healthcare professional.

National Care Standards for Care at Home - Standard 4: Management and Staffing

2. That the provider reviews current arrangements for supervision and introduces a more formal regular supervision meeting which is recorded.

National Care Standards for Care at Home - Standard 4: Management and Staffing

Grade: 5 - very good

Quality of management and leadership

Findings from the inspection

We found this service was performing to a very good standard in all areas covered by this theme. We spoke with the manager who said that they were continually assessing the processes and practice within the service to enable them to identify and address any issues.

The organisation had a very effective quality assurance policy. We were told how certain staff had responsibility for the monitoring of different areas of work. We looked at some of the records kept which included an action

plan that contained comprehensive guidance for the service. The manager had some good quality assurance systems in place that ensured the quality of the service delivered was monitored by management and staff.

One member of staff explained that "the supervisor will turn up unannounced and observe what is happening. She will carry out a quality check with us and we read it and sign it to confirm what has happened". Another member of staff advised "we get regular spot checks where we will be asked to complete a task". For staff this meant that they had the opportunity to improve their performance and have their ability assessed by a more experienced member of staff.

The service produces a variety of questionnaires for customers and families/carers, on a regular basis. This information was kept in quality development folders and the manager ensured the information was collated and fed back provided to users of the service and what improvements will be made.

Customers and families spoken with were enthusiastic about the standard of support that they and their loved ones received. See 'what people told us' earlier in this report.

The manager has a clear plan of direction for this service and knew exactly what they needed to implement in order for the service to continue to provide support to a high standard. The manager explained that they are always looking for new experiences for customers within the wider community.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

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

Recommendation 1

That the provider should review how often daily records are returned to the office. This is to ensure that senior staff are better able to monitor what staff are recording and what staff are doing in their daily role.

National Care Standards for Care at Home - Standard 4: Management and Staffing

This recommendation was made on 30 March 2016.

Action taken on previous recommendation

We found evidence of the supervisor collecting documents weekly, returning them to the office where a full audit was carried out.

Recommendation 2

That the provider should ensure that when staff record information that if any further action is required of staff then this is then recorded. This is to ensure that any changes are being passed on either to senior staff at the service, or to the relevant healthcare professional.

National Care Standards for Care at Home - Standard 4: Management and Staffing

This recommendation was made on 30 March 2016.

Action taken on previous recommendation

No met, so recommendation reinstated.

Recommendation 3

That the provider reviews current arrangements for supervision and introduces a more formal regular supervision meeting which is recorded.

National Care Standards for Care at Home - Standard 4: Management and Staffing

This recommendation was made on 30 March 2016.

Action taken on previous recommendation

Not met and still ongoing advice given to the management at feedback. This recommendation will be reinstated.

Complaints

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

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Grading	
20 Jan 2016	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good

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