

Care service inspection report

Full inspection

Lifecare Outreach Care at Home Support Service

2 Cheyne Street
Edinburgh



HAPPY TO TRANSLATE

Service provided by: Lifecare (Edinburgh) Ltd

Service provider number: SP2003002785

Care service number: CS2006118880

Inspection Visit Type: Unannounced

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and set out improvements that must be made. We also investigate complaints about care services and take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

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Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

We gave the service these grades

Quality of care and support	5	Very Good
Quality of staffing		N/A
Quality of management and leadership	5	Very Good

What the service does well

Strengths identified in the report include:

A motivated and committed staff team.

Well developed recording systems which encourage staff to think about how they are providing care and what outcomes they were supporting the people who used the service to achieve.

Personal plans and risk assessments were being maintained and updated helping staff to provide a safe and consistent service.

A helpful and informative welcome pack for people starting to use the service.

Staff were encouraged to use their initiative and were well supported by managers who were described as approachable and responsive.

Established methods to monitor the quality of the service were being maintained.

What the service could do better

The service could be better at recording the information staff gained about the life history and preferences of people who use the service.

As the service grows care will need to be taken to ensure that there is enough managerial time to maintain quality assurance checks and an effective out of hours on call service to support staff.

The service needs to look at how effective elearning courses are in supporting staff to carry out their roles and responsibilities.

What the service has done since the last inspection

Four recommendations were made at the last inspection. Two had been met, one partially met and one is repeated in a slightly amended form in this report.

In 2015 the service had lost service users due to being unsuccessful in tendering for a block contract with City of Edinburgh Council.

The service was continuing to grow, attracting individuals who purchased care independently.

Conclusion

This service is highly valued by the people who use it and by their friends and relatives. We identified the advantages of a service which is small and relationship based allowing good working relationships to develop between individuals families and the people providing care.

1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

The Lifecare Outreach Service is part of Lifecare (Edinburgh) Ltd care services and is registered as a Care at Home service. The service provides care and support to enable people to be involved in social interests within and outwith their home and as a respite arrangement for relatives/carers. The service currently supports around 50 people living in the community.

The service had a statement of aims and objectives:

"Our service is tailored to those people living in the community and offers a friendly and safe service in a person's home. It is for those who struggle to get out and about on their own, or who enjoy company, who may feel isolated and alone and want to do something different - just for a change. It also provides respite for carers from their caring duties, not purely for those wishing to access community or have company in the home."

Recommendations

A recommendation is a statement that sets out actions that a care service provider should take to improve or develop the quality of the service, but where failure to do so would not directly result in enforcement.

Recommendations are based on the National Care Standards, SSSC codes of practice and recognised good practice. These must also be outcomes-based and if the provider meets the recommendation this would improve outcomes for people receiving the service.

Requirements

A requirement is a statement which sets out what a care service must do to improve outcomes for people who use services and must be linked to a breach in the Public Services Reform (Scotland) Act 2010 (the "Act"), its regulations, or orders made under the Act, or a condition of registration. Requirements are enforceable in law.

We make requirements where (a) there is evidence of poor outcomes for people using the service or (b) there is the potential for poor outcomes which would affect people's health, safety or welfare.

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

Quality of care and support - Grade 5 - Very Good

Quality of staffing - N/A

Quality of management and leadership - Grade 5 - Very Good

This report and grades represent our 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. You can find the most up-to-date grades for this service by visiting our website www.careinspectorate.com or by calling us on 0345 600 9527 or visiting one of our offices.

2 How we inspected this service

The level of inspection we carried out

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

What we did during the inspection

We wrote this report following an unannounced inspection. This inspection was carried out by one inspector.

The inspection took place on the 22 and 23 June 2016. The inspection involved shadowing staff and visiting service users homes on 22 June 2016. This allowed for observation of the service in different locations. We gave feedback to the registered manager of the care service on 23 June 2016.

During this inspection process, we gathered evidence from various sources, including the following:

We spoke directly with two people who used this service. We also spoke with one individual who was the relative of someone who used the service.

We spoke directly with seven staff including the manager, the senior carer and direct care staff.

We issued 20 Care Standards Questionnaires to people who used the service and their relatives, we received 14 completed returns. We issued four staff questionnaires and received three returns. We followed up some questionnaires with phone calls to the respondent. Comments made in returned questionnaires are referred to in this report.

Documentation sampled included:

- Personal plans, including risk assessments
- Daily recording diaries.
- Recruitment and selection policy.
- Adult protection policy
- Staff recruitment records.
- Staff supervision and appraisal records.
- Significant incident reports.
- Staffing rotas.
- Training records

We spent time shadowing staff to observe how they provided care and support to people using the service.

Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

Inspection Focus Areas (IFAs)

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at www.firescotland.gov.uk

The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic

Comments on 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.

We received a fully completed self assessment document from the service provider. We were satisfied with the way that the service provider had completed this and with the relevant information that they had given us for each of the headings that we grade them under. The service provider identified what they thought they did well, some areas for development and any changes that they had planned.

Taking the views of people using the care service into account

What people who use the care service told us about their experience of the care provided is referred to in the report. Typical comments included;

"Excellent service. "

"Staff very good, very willing.

"They (the staff) know what they are doing."

"Staff friendly and helpful."

"Would recommend the service to other people."

Taking carers' views into account

What the friends and relatives of people who use the care service told us about their experience of the care provided is referred to in the report. Typical comments included;

"The work done by the care workers is excellent."

"Lifecare provide an invaluable service."

"The service gives me peace of mind."

"Lifecare delivers a service to the highest standards."

"Feel people are important and valued."

3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 5 - Very Good

Statement 3

"We ensure that service users' health and wellbeing needs are met. "

Service Strengths

This is a small focused service with small staff teams supporting individuals. People who used the service and their friends and relatives commented positively on their experience of the care and support provided. 100% of people who returned care standard questionnaires told us they agreed with the statements "Staff treat me with respect" and "I am confident that staff have the skills to support me." Relatives who commented on their experience of the service did so in a way which reflected their confidence in the service provided. Comments made included:

"Delivers a service to the highest standards where staff make every effort to connect to their clientsthis gives confidence."

"Lifecare provides friendly, efficient and competent support. They are flexible this gives me peace of mind."

"Very helpful and flexible service."

All service users had a personal plan and we saw evidence that these were being reviewed and up dated along with risk assessments on a regular basis.

All of the people we spoke with commented highly on the staff who provided care. Staff spoken with demonstrated a good understanding of the importance of their work and a strong commitment to the people they provided care and

support to. This was evident when we observed staff supporting people in their own homes. We observed staff offered choice giving people time to make decisions and working in a way which promoted dignity and independence.

We found very good systems to record visits in a way which encouraged staff to report both on the health and welfare of people using the service and also "outcomes" achieved, which is what people were getting out of using the service.

Risk assessments were being maintained up to date. Risk assessments recorded the positive benefits to people using the service in taking part in activities. The assessments looked at how people could be kept safe while accessing activities which provided stimulation and enjoyment.

Records sampled evidenced staff being proactive in protecting clients and reporting any concerns appropriately .

Accident and incident forms were being correctly maintained, recording follow up actions taken to protect people using the service.

A range of policy and procedural guidance was in place to inform and support staff in working in a way which promoted health and well being.

Areas for improvement

We identified some improvements which could be made to personal plans. We found some, albeit brief descriptions, of people's backgrounds, hobbies and interests in personal plans sampled but this was an area which could be further developed. There was a clear gap between the information the staff we spoke with had about the people they were caring for (which was good) and the information recorded in personal plans (which was at best brief). This information could be built up over time as staff get to know the people they are working with and could be valuable when new staff are introduced into the core team supporting an individual. The person centred nature of the care service is not always reflected in the personal plans. A recommendation made following the previous inspection is repeated in a slightly amended form.

(See recommendation 1)

Grade

5 - Very Good

Number of requirements - 0

Recommendations

Number of recommendations - 1

1. The service should include the quality and detail of recording in personal plans. In particular the detail of individuals preferences, likes and dislikes along with personal life story information.

National Care Standards. Care at home. Standard 3. Your personal plan.

Statement 6

“People who use, or would like to use the service, and those who are ceasing the service, are fully informed as to what the service provides.”

Service Strengths

We found a "terms and conditions for use of the service" document in personal plans sampled.

People using the care service were supplied with an informative and helpful formation pack. The pack contained a handbook for service users and carers which gave details of the service and outlined key policy and procedural guidance. People starting to receive the service also receive information about the Care Inspectorate (including the most up to date inspection report) and the SSSC Scottish Social Services Council. Information also included "a quick guide to SDS (Self Directed Support) information specific to people living in Edinburgh.

Areas for improvement

The care service should continue to monitor and work to build on, and improve on, the positive standard achieved in this area. They should ensure that they are rigorous in identifying any areas for improvement and implementing action plans to address these.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Quality Theme 3: Quality of Staffing

Quality theme not assessed

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 5 - Very Good

Statement 3

“To encourage good quality care, we promote leadership values throughout the workforce.”

Service Strengths

We received a lot of very good feedback from staff in response to questions in this area. Staff described a positive and supportive management style which staff felt encouraged them to use their initiative within a supportive framework where guidance was quickly available. All staff contacted said they felt valued and described communication and morale within the service as very good. This was consistent with all of our observations during the inspection. We saw staff communicating effectively. Staff described high levels of job satisfaction. This was also consistent with descriptions of staff we received from people using the service and their relatives.

We spoke to a member of staff working in a role which involved additional responsibilities. They said that they felt supported and encouraged to make decisions but there was always the option to check things out if they were unsure about the best course of action. This individual had also been supported to achieve SVQ (Scottish Vocational Qualifications) accreditation and Excellence in dementia care training.

This is a small service with only two staff in management positions. However all staff are encouraged to improve their organisational skills by being given discreet areas of responsibility including the planning and chairing of reviews.

Areas for improvement

The care service should continue to monitor and work to build on, and improve on, the positive standard achieved in this area. They should ensure that they are rigorous in identifying any areas for improvement and implementing action plans to address these.

Grade

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

The office was well ordered and information on the planning and recording of care and staff support was easy to find. We found general improvements in the way information was recorded making information easier to retrieve which supported quality assurance.

We found evidence that the quality of the care provided was being audited. All care visit notes were read and signed off by the senior carer.

Staff expressed high levels of satisfaction that their managers knew how they worked and that they received feedback through supervision and appraisal which was accurate, constructive and helped them improve on the care and support they provided. Following a recommendation made at the last inspection we found the regularity of one to one supervision provided to staff had improved. Staff also expressed satisfaction that they could ask for advice or guidance at any time and this was provided.

Recording systems are well designed to encourage staff to think about how they are supporting people. Questions include "Who made decisions" and "How did the client comment on the visit."

Areas for improvement

Out of office hours "on call" telephone contact support for staff at evenings and weekends is currently provided by either the care services manager or the senior care worker. The volume of calls was described as low however this could increase as the service expands. This was discussed as part of the inspection feedback. The provision of on call support will need monitored to ensure sufficient resources are available as the service expands. This will be looked at in future inspection visits.

The senior care worker's tasks included staff support, quality assurance and covering care when staff are absent. The senior care worker has an important role in quality assurance and the service will need to ensure sufficient staffing is in place to ensure the time available for quality assurance and staff support is not eroded covering care visits. Part of a recommendation made following the previous inspection is repeated.
(See recommendation 1)

The service use on line elearning for staff to access training in a range of areas. It was not clear how the impact of this training was being evaluated to ensure the training was appropriate and effective in supporting staff to maintain and continue to develop positive care practice.
(See recommendation 2)

Grade

5 - Very Good

Number of requirements - 0

Recommendations

Number of recommendations - 2

1. The provider should ensure that sufficient management time is available to allow staff support and quality assurance to be maintained.

National Care Standards. Care At home. Standard 4. Management and staffing.

2. The service should ensure that methods are put in place to evaluate the effectiveness of elearning undertaken by individuals to confirm it is having a positive impact on the care and support provided by the individual staff who are undertaking the training.

National Care Standards. Care at home. Standard 4. Management and staffing arrangements

4 What the service has done to meet any requirements we made at our last inspection

Previous requirements

There are no outstanding requirements.

5 What the service has done to meet any recommendations we made at our last inspection

Previous recommendations

1. The service should improve the quality of recording in particular the detail of the individual preferences, likes and dislikes along with personal life story information.

National Care Standards. Care at home. Standard 3. Your personal plan.

This recommendation was made on 08 June 2015

This recommendation is repeated in a slightly amended form in this report.

2. The provider should ensure that supervision practise is improved.

All staff receive regular supervision.

Supervision should be recorded in a way which allows both the supervisor and the person being supervised to have a record of the supervision session.

National Care Standards. Care At home. Standard 4. Management and staffing.

This recommendation was made on 08 June 2015

This recommendation has been: Met.

3. The provider should ensure that sufficient management time is available to allow staff support and quality assurance to be maintained. Administrative support to the registered manager should be reviewed along with systems to cover periods of staff leave.

National Care Standards. Care At home. Standard 4. Management and staffing.

This recommendation was made on 08 June 2015

Part of this recommendation is repeated in Quality Theme 4.

4. The provider should consider how information relating to quality assurance is maintained to ensure managers can have a quickly accessible overview of information.

National Care Standards. Care At home. Standard 4. Management and staffing.

This recommendation was made on 08 June 2015

This recommendation has been: Met.

6 Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

7 Enforcements

We have taken no enforcement action against this care service since the last inspection.

8 Additional Information

There is no additional information.

9 Inspection and grading history

Date	Type	Gradings	
23 Apr 2015	Unannounced	Care and support Environment Staffing Management and Leadership	5 - Very Good Not Assessed 5 - Very Good 4 - Good
26 May 2014	Unannounced	Care and support Environment Staffing Management and Leadership	5 - Very Good Not Assessed 4 - Good 5 - Very Good
25 Feb 2013	Announced (Short Notice)	Care and support Environment Staffing Management and Leadership	5 - Very Good Not Assessed 5 - Very Good 5 - Very Good
29 Apr 2010	Announced	Care and support Environment Staffing Management and Leadership	5 - Very Good Not Assessed 5 - Very Good Not Assessed
16 Apr 2009	Announced	Care and support Environment Staffing Management and Leadership	4 - Good Not Assessed 4 - Good 4 - Good

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