

## Lifecare Outreach Care at Home Support Service

2 Cheyne Street  
Edinburgh  
EH4 1JB

Telephone: 0131 343 0944

Type of inspection: Unannounced  
Inspection completed on: 9 May 2018

**Service provided by:**  
Lifecare (Edinburgh) Ltd

**Service provider number:**  
SP2003002785

**Care service number:**  
CS2006118880

## About the service

This service has been registered since 2006.

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 55 people living in the community.

The service has 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"

## What people told us

We sent Care Standard Questionnaires to a sample of 23 people who used the service and received 15 completed questionnaires back. Some of the questionnaires had been completed by relatives and main carers of people using the service.

Below are responses to a sample of the statements we asked people to score against on the questionnaires:-

"Overall, I am happy with the quality of care and support this service gives me" - all 15 people responded (100%) either strongly agreed or agreed.

"I am confident that staff have the skills to support me" - all 15 people responded (100%) either strongly agreed or agreed.

"I know the names of the staff who provide my support and care" - all 15 people responded (100%) either strongly agreed or agreed.

"Staff treat me with respect" - all 15 people responded (100%) either strongly agreed or agreed.

"The service check with me regularly that they are meeting my needs" - 13 people responded - 11 people (85%) either strongly agreed or agreed. Two disagreed.

People using the service also wrote:-

"I have found staff at Lifecare helpful. The carer who comes five days a week is friendly, cheerful and a help to me. I am happy with the service I get. When my regular carer was away on holiday recently, the service coordinator came in her place and was most helpful"

"When my usual person is either on holiday or off sick sometimes they can cover, but times they are short staffed and can't cover. Overall I am happy with the service and the carer I see each morning"

"The service has been very good at all times, but due to lack of staff are no longer able to provide the hours we need, so we are sadly changing to a new care provider"

"I feel I have been well matched with my carer. We get on really well. She is like my best pal"

"When carer is on holiday it's often hard for Lifecare to find any cover"

Relatives and carers also wrote:-

"My relative enjoys his visits (twice a week) by two different carers, both of whom are very reliable, trustworthy and most of all, my relative is at ease and looks forward to the visits. The main office staff are very approachable and willing to help"

"I am the relative of the person receiving this care. I am extremely pleased with the care and support given. We have had the same carer regularly which is extremely helpful"

"I am a full time carer for my partner. Lifecare provide carer(s) to sit in while I am out. These times are fixed by agreement. On occasion the carer will turn up late and I have to cancel or reschedule any appointments I have made. This adds to the stress of being a full time carer"

"The outreach service provided is excellent and really helps support my relative to remain at home. The quality of care and continuity is excellent and very important without continuity the quality would deteriorate I'm sure. The kindness and caring of the care worker is excellent, very empathetic and insightful. This service is excellent"

"I am the full time carer to my friend. Lifecare supply me with carers for three hours Monday to Friday. This allows me to deal with my own and my household needs. Carers provide positive interaction for my friend. Apart from holidays the same carer comes to our house on a rota basis"

During the inspection we met with people who used the service. Each expressed satisfaction with the service provided. One person told us how much they valued the workers company as they were at times lonely.

Each person told us they were treated with dignity and respect.

One person and their relative told us the support provided enabled the person to remain living in their family home. They were happy with the length of visits which meant the worker was not rushed and could provide the care and support and have time to have a chat.

We looked at the Lifecare website, [www.lifecare-edinburgh.org.uk](http://www.lifecare-edinburgh.org.uk), and saw positive feedback given by people about the service through an independent care service review agency.

The service had conducted a client and carer survey around November 2017. The results evidenced good outcomes being achieved for people and their carers. One main improvement area identified was for better consistency of staffing.

## Self assessment

We are not asking services to submit a self-assessment for this inspection year. Instead, we ask services for their improvement or development plan and discuss any improvements they may have made or intend to make since the last inspection.

## From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of staffing	not assessed
Quality of management and leadership	3 - Adequate

## What the service does well

People using the service and their representatives valued the care and support being provided. The service advocated on behalf of people who were isolated and had no representatives. They went "over and beyond" to ensure people received the right care and support and healthcare.

Care workers had additional responsibilities which enabled them to be involved in care planning, reviews and risk assessment for key people. This meant they were more involved and had a greater commitment to monitor and ensure the well-being of the people they were key workers for. Care plans and risk assessments were of a good quality.

Workers reported any concerns about people's well-being to the coordinator and to people's representatives. There was good communication between all parties which meant everyone was aware of any changes in care or service delivery.

Any concerns expressed by people were responded to quickly to seek solutions and bring about improved outcomes. Incidents that occurred were managed well and analysed to gain learning from the event.

Workers got the opportunity to meet with colleagues at regular team meetings. They were able to contribute and express their views. They told us they "feel supported" in their roles and that their line manager "is very kind and helpful".

Service management demonstrated a commitment to provide high quality care and support to people and to provide needed respite for people's carers.

## What the service could do better

The service sought to match people with workers and prided themselves on achieving continuity of care with often just one worker providing the support with one replacement when on holiday. This was being achieved for most people but not all due to staffing shortages.

Management needed to better monitor the undertaking and completion of training. Some workers had not undertaken necessary training to ensure they were skilled and competent to undertake care and support tasks. We have made a requirement. (see Requirement 1).

A recommendation, initially made in April 2015, for sufficient management time to be available to allow staff support and quality assurance to be maintained still needed to be fully progressed. There was insufficient time for the coordinator to meet their job responsibilities, including tracking training completed, doing spot checks and undertaking audits to check on the quality of service being provided. Six month reviews were being rushed through by care workers. This lack of time was starting to impact on the quality of care being provided. We have made a requirement.  
(see Requirement 2).

The service needed to review and revise their medication policy and procedure. We have provided guidance to do this and will follow this up at the next inspection.

## Requirements

### Number of requirements: 2

1. In order to make sure people are confident in the staff who provide their support and care because they are trained, competent and skilled the provider must ensure by 30th September 2018:-

- a) all staff employed in the service undertake mandatory refresher training as per organisational timescales;
- b) all staff receive appropriate training and support with undertaking care planning, reviews and risk assessment;
- c) the competency of workers, particularly in relation to medication support and moving and handling, is checked in the field following training and on an on-going basis;
- d) management work cohesively to monitor the undertaking and completion of training;
- e) there are methods in place to evaluate the effectiveness of all training, particularly e-learning, to identify the impact of the training on staff practice and to allow for reflection on how the training has helped improve practice.

This is in order to ensure that care and support is consistent with the Health and Social Care Standard 3.14 which states "I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes".

It is also necessary to comply with Regulations SS1 2011/210 15(a) (b) of the Social Care and Social Work Improvement Scotland Regulations 2011.

2. In order to make sure the service has robust and transparent quality assurance processes to support a culture of continuous improvement the provider must ensure by 30th September 2018:-

- a) there is sufficient time available for management to undertake all their roles and responsibilities;
- b) communication is recorded and easily accessible for reference purposes;
- c) people who use the service have access to reviews six monthly or more frequently if individual circumstances require this;
- d) appropriate auditing systems are developed for internal processes relevant to the service. This to include (but not restricted to) auditing:-
  1. Visit reports;
  2. Visit arrival and departure times and length of visits;
  3. Missed visits;
  4. Consistency of staffing;
  5. Medication Administration records;

6. Six month reviews;
7. Care and support plans;
8. Risk assessments;
9. Supervision;
10. Competency checks;
11. Training undertaken;
12. Accidents and incidents;
13. Complaints and expressions of dissatisfaction.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards:-  
4.19 which states "I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes";  
4.27 which states "I experience high quality care and support because people have the necessary information and resources".

It is also necessary to comply with Regulation SSI 2011/210 4 (1) (a) of the Social Care and Social Work Improvement Scotland Regulations 2011.

## Recommendations

Number of recommendations: 0

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Inspection and grading history

Date	Type	Gradings
27 Apr 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
23 Jun 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good

Date	Type	Gradings								
23 Apr 2015	Unannounced	<table border="0"> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>5 - Very good</td> </tr> <tr> <td>Management and leadership</td> <td>4 - Good</td> </tr> </table>	Care and support	5 - Very good	Environment	Not assessed	Staffing	5 - Very good	Management and leadership	4 - Good
Care and support	5 - Very good									
Environment	Not assessed									
Staffing	5 - Very good									
Management and leadership	4 - Good									
26 May 2014	Unannounced	<table border="0"> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>4 - Good</td> </tr> <tr> <td>Management and leadership</td> <td>5 - Very good</td> </tr> </table>	Care and support	5 - Very good	Environment	Not assessed	Staffing	4 - Good	Management and leadership	5 - Very good
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Environment	Not assessed									
Staffing	4 - Good									
Management and leadership	5 - Very good									
25 Feb 2013	Announced (short notice)	<table border="0"> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>5 - Very good</td> </tr> <tr> <td>Management and leadership</td> <td>5 - Very good</td> </tr> </table>	Care and support	5 - Very good	Environment	Not assessed	Staffing	5 - Very good	Management and leadership	5 - Very good
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29 Apr 2010	Announced	<table border="0"> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>5 - Very good</td> </tr> <tr> <td>Management and leadership</td> <td>Not assessed</td> </tr> </table>	Care and support	5 - Very good	Environment	Not assessed	Staffing	5 - Very good	Management and leadership	Not assessed
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16 Apr 2009	Announced	<table border="0"> <tr> <td>Care and support</td> <td>4 - Good</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>4 - Good</td> </tr> <tr> <td>Management and leadership</td> <td>4 - Good</td> </tr> </table>	Care and support	4 - Good	Environment	Not assessed	Staffing	4 - Good	Management and leadership	4 - Good
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