

Care service inspection report

Renfrewshire Carers Centre

Support Service Care at Home

Unit 55

Abbey Mill Business Centre

Embroidery Mill

Paisley

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Telephone: 0141 887 3643

Inspected by: Daphne Ndlovu

Type of inspection: Announced (Short Notice)

Inspection completed on: 3 February 2014



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Service provided by:

Renfrewshire Carers Centre

Service provider number:

SP2004006777

Care service number:

CS2004076545

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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 | 6 | Excellent |
| Quality of Management and Leadership | 5 | Very Good |

What the service does well

This service is very responsive to the needs of those it is tailored for. It is well managed and all the people that we spoke with were full of praise for the staff team and for the service as a whole.

What the service could do better

The service should ensure that questionnaires are always dated to indicate when they were issued and when the information in them was gathered.

What the service has done since the last inspection

Reviews of peoples' care plans were taking place every 6 months to ensure that the service continued to meet their needs.

Conclusion

This service is well managed and continues to seek other ways it can assist in improving the experience of carers in the Renfrewshire area. The people we spoke with shared their positive experiences from the service. They all told us that they valued the service a lot.

Who did this inspection

Daphne Ndlovu

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

Requirements and recommendations

If we are concerned about some aspect of a service, or think it could do more to improve its service, we may make a recommendation or requirement.

- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service but where failure to do so will not result in enforcement. Recommendations are based on the National Care Standards, relevant codes of practice and recognised good practice.
- A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reform (Scotland) Act 2010 and Regulations or Orders made under the Act or a condition of registration. Where there are breaches of the Regulations, Orders or conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Care Inspectorate.

Renfrewshire Carers Centre is a voluntary organisation which provides a range of carer support services. The Home Based Respite Sitting Service was deemed registered with the Care Inspectorate in April 2011, as a Care at Home service. The service provides domiciliary support to carers living within the Renfrewshire area. It aims to take over the caring role for a period to allow carers to have a break. The service was also granted a variation to include giving respite to parents/carers of young people with ADHD.

This grant funded service is provided for all age groups and includes individuals who are elderly, disabled, ill or frail. The time allocated to individuals is limited to a few hours respite a week or fortnight, or once a month for social outings.

The aims of the service include: 'to improve the quality of life for carers and the person they care for by providing respite and support' and 'to provide and maintain a quality respite sitting service that addresses the ongoing needs of the carer'.

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 - Grade 6 - Excellent

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 0845 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 a short notice announced inspection which was carried out by Daphne Ndlovu an inspector with the Care Inspectorate. The inspection took place on Monday 3 February 2013, between 10am and 5pm. Feedback was given to the centre Manager and the respite coordinator, at the end of the inspection.

Prior to the inspection, we sent out 25 care Standard Questionnaires (CSQ) to the manager to distribute to the people who use the service. 13 QSQ were completed and returned to us.

We also sent 10 staff questionnaires for the manager to distribute to staff. All were completed and returned to us.

As requested by us, the care service sent us an annual return. The service also sent us a completed self assessment form.

In this inspection we gathered information from a number of sources, including the relevant sections of policies, procedures, records and other documents, including:

- The service's most recent self assessment
- Service agreements and personal care plans
- Complaints policy and procedure
- Newsletter
- Minutes of team meetings
- Staff training records
- Staff supervision records
- Incident and accident records
- Audits
- Telephone interviews with 5 people who use the service
- Discussions with various people including the Centre Manager, Respite Coordinator, respite workers, ADHD workers, carers and people who use 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.firelawscotland.org

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

There were no outstanding recommendations from the last inspection.

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 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 they thought they did well, some areas for development and any changes they planned.

Taking the views of people using the care service into account

The people who care for their loved ones are the ones using this service. We received 12 completed questionnaires from them. These some of the comments that they made.

'Excellent service, my daughter loves attending her group where she feels included and involved with like minded and abled people.'

'We value the respite we receive from the carers center.'

'As a carer, I must say the service I receive to enable me to get a few hours respite, is wonderful.'

'All the professionals from Renfrewshire carers have been a great help.'

'The worker who comes to the house is great and is getting to know my husband with great respect.'

'I am not going to name the individuals but the service that I receive to help me care for my wife is the best highlight that has come into our lives.'

'Since using the service, my lifestyle has changed for the better.'

'I have attended a few courses recommended by the centre which have been very informative.'

'As far as the staff go, I cannot praise them highly enough.'

'Going by their caring instincts and advice they give me, the staff training programme must be to a very high standard.'

'Staff here are simply the best.'

'The staff are fantastic and treat my son as an individual. they cater to his needs very well.'

'They are interested and willing to take on board any information and advice I give them on how to work with my son.'

'They are always very understanding and friendly and I feel comfortable discussing things with them.'

'This is a very good service.'

'If I had not been contacted by this service 6 years ago, I am sure my wife would have been in a care home or may not even still be with us.'

Taking carers' views into account

In this service, the carers are the ones who use the service. The comments they gave are as detailed under views of people using the service.

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 1

We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

Service strengths

We found that this service's performance was excellent in the areas covered by this statement. We concluded this after looking at personal plans and speaking with the manager, members of the staff team and having discussion with the people who use the service.

People were involved in developing their support plans. This demonstrated clearly that the service was totally geared around the needs of the people. The support plans that we looked at followed a standard format and were easy to follow. Assessed needs were identified and ways by which staff were to meet these needs clearly outlined. People all told us they were listened to. Assessments that were done prior to commencement of the service always involved the carer (service user in this case) cared for and any other relevant person or agency that had involvement with the individuals. People's opinions and preferences were considered when matching them with staff to work with them. One carer told us that they had been asked what the interest of the people were before the match with the worker.

Within the ADHD groups, group reports were completed after every session. From these reports staff could evaluate how the young people had enjoyed the group.

Some of the people using the service were board members of the centre and were involved in making decisions that shaped the service. When we spoke with them, they confirmed they had a voice within the board.

We saw cards of appreciation sent to the service by those who had either used the service or were currently using it. Some of the comments made included:

'Thank you for all your help.'

'With the extra hours starting next week, I will be able to attend church on Sundays.'

Some of the people who use the service told us:

'I am delighted with the service, it is very flexible to our needs.'

'They ask every time if there is anything they can do to make things better.'

The service continued to demonstrate that peoples' views were genuinely sought and implemented within the care plans. This was done through focus group meetings, service evaluation questionnaires and one to one meetings.

Some examples of how peoples' wishes had been implemented included:

- More events for carers to attend, added to the centre's evening timetable
- Changes in support hours or days, to meet individual needs better where this was requested and could be made possible.

We concluded that all the above enhanced the lives of those who used the service and enabled them to be more effective carers.

Areas for improvement

The service was currently maintaining an excellent standard in this area and should continue to do so.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Statement 3

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

Service strengths

We found that this service's performance was very good in the areas covered by this statement. We concluded this after looking at personal plans and speaking with the manager, members of the staff team and having discussion with the people who use the service. We were satisfied that the very good grade that we had awarded this statement at the last inspection was being maintained.

We saw a range of ways by which the service demonstrated that peoples' needs were being met. The service user's wishes and needs were clearly documented within the care plans. These were monitored and reviewed on a continuous basis to ensure that needs were met all the time. This also ensured that were needs appeared to be increasing, service users could be sign posted to the right agencies for any help. People that we spoke with confirmed that staff were very good at directing them to the right agencies for help. One person told us:

'They have given me lots of information about help I could access.'

We saw evidence that staff often advocated for service users and that with their permission, also made referrals on their behalf.

There were detailed profiles of children/young people attending ADHD groups. Staff also sought guidance and help from specialist health professionals regarding different conditions affecting some of the cared for, and how the conditions specifically affects them. In one instance, the community nurse involved with someone cared for had met with staff in the individual's home to discuss seizure patterns and what action staff had to take in the event of a seizure.

Some of the comments made by people using the service were:

'Since using the service, my lifestyle has changed for the better.'

'We value the respite we receive from the carers center.'

'As a carer, I must say the service I receive to enable me to get a few hours respite, is wonderful.'

'The service has changed my boy's life, he now has friends and looks forward to it.'

Areas for improvement

Although we noted that the service was now ensuring reviews were taking place at least every 6 months, as per legislation, the care plan documentation still stated that reviews would take place annually. We have asked that this be amended.

We also asked the manager to change the care inspectorate complaints contact telephone number from the local office number to the current national enquiries number.

The service should ensure that care plans are updated quickly where changes to the care have been made following a review.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 6 - Excellent

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

Service strengths

The service strengths outlined under statement 1.1 also apply to this statement.

Areas for improvement

See areas for improvement under statement 1.1.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Statement 3

We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

Service strengths

We found that this service's performance was excellent in the areas covered by this statement. We concluded this after looking at personal plans and speaking with the manager, members of the staff team and having discussion with the people who use the service. We were satisfied that the excellent grade that we had awarded this statement at the last inspection was being maintained.

Staff had undertaken training to equip them to support people effectively. Training records showing this were kept.

We saw minutes of planning meetings and general staff meetings.

The staff that we spoke with were clear about what was expected of them. The people who use the service spoke highly of the staff and the match up process that was done prior to staff commencing to support them. Some of the comments made about staff included:

'Staff are delightful and always punctual.'

'They are approachable.'

'The lady who comes to our house is a great match, she is like a breath of fresh air.'

'The staff are so nice, they explain everything.'

'They are simply the best.'

'I cannot praise the staff highly enough.'

Staff told us that management was very supportive, and that this was a good service to work in. We saw records of support and supervision. When we spoke with staff we were satisfied that they were very competent, motivated and were fully aware of national care standards and legislation that they worked within. All staff had been issued with SSSC codes of conduct booklet and were also aware of their responsibilities as social care workers.

Some of the comments made by staff included:

'It is a great place to work, I thoroughly enjoy my job and the knowledge and support I have gained.'

'Working for my company is very rewarding.'

'I feel very supported in my role, I can contact my managers at the centre at any time to discuss issues or concerns.'

Several staff were currently undertaking SVQ training at the level they were employed at.

Areas for improvement

The service was currently maintaining an excellent standard in this area and should continue to do so.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 5 - Very Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.

Service strengths

The service strengths outlined under statement 1.1 apply to this statement also.

Areas for improvement

See areas for improvement under statement 1.1.

Grade awarded for this statement: 6 - Excellent

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

We found that this service's performance was very good in the areas covered by this statement. We concluded this after looking at personal plans and speaking with the manager, members of the staff team and having discussion with the people who use the service. We were satisfied that the very good grade that we had awarded this statement at the last inspection was being maintained.

We noted that the management team was very good at networking with other agencies within the Renfrewshire area.

The people that we spoke with commented positively about the management. These were some of the comments that they made:

'All staff a very good, the respite coordinator is particularly good and knowledgeable and has helped us so much.'

'I can talk to management at the centre very freely, they are very approachable.'

The service kept a log of complaints and concerns that came in. Although the service had not had any complaints raised against it, we could see from the complaints policy that the service aimed to address any complaints within specified time limits.

The service was scrutinised by other agencies including the local authority.

There were systems to ensure that quality in the service was assured. These included:

- Conversations with service users to ensure continued satisfaction with the support given
- Monthly reports that staff completed for respite coordinator
- Quarterly performance report by respite co-ordinator that demonstrated what had been achieved and what was planned for the next quarter.

We saw the service's annual report that outlined achievements and future goals.

There was evidence to demonstrate that people who use the service also played a part in assuring the quality of the service.

The organisation had been awarded an investors in volunteers by the United Kingdom Volunteering Forum (UKVF).

Areas for improvement

We have asked the manager to update the complaints procedure to show the current telephone number where people can contact the Care Inspectorate if they wished to.

The service should also define and state the aims and objectives of the ADHD group.

The service has also identified its own need to invest in the ongoing management and leadership through the system of Practical Quality Assurance system for small organisations (PQASSO) and Investors in Volunteers Charter Mark.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

4 Other information

Complaints

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

Enforcements

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

Additional Information

None.

Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in the Care Inspectorate re-grading a Quality Statement within the Quality of Management and Leadership Theme (or for childminders, Quality of Staffing Theme) as unsatisfactory (1). This will result in the Quality Theme being re-graded as unsatisfactory (1).

5 Summary of grades

| | |
|---|---------------|
| Quality of Care and Support - 5 - Very Good | |
| Statement 1 | 6 - Excellent |
| Statement 3 | 5 - Very Good |
| Quality of Staffing - 6 - Excellent | |
| Statement 1 | 6 - Excellent |
| Statement 3 | 6 - Excellent |
| Quality of Management and Leadership - 5 - Very Good | |
| Statement 1 | 6 - Excellent |
| Statement 4 | 5 - Very Good |

6 Inspection and grading history

| Date | Type | Gradings | |
|-------------|--------------------------|---------------------------|---------------|
| 4 Feb 2013 | Announced (Short Notice) | Care and support | 5 - Very Good |
| | | Staffing | 6 - Excellent |
| | | Management and Leadership | 5 - Very Good |
| 20 Oct 2010 | Announced | Care and support | Not Assessed |
| | | Staffing | Not Assessed |
| | | Management and Leadership | 5 - Very Good |
| 10 Nov 2009 | Announced | Care and support | 5 - Very Good |
| | | Staffing | 5 - Very Good |
| | | Management and Leadership | Not Assessed |
| 24 Jul 2008 | Announced | Care and support | 4 - Good |
| | | Staffing | 4 - Good |
| | | Management and Leadership | 4 - Good |

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.

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ہے بایتسرد می م وونابز رگی دی روا ولکش رگی دی رپ شرازگ تعاشا ہی

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