

South Ayrshire Care at Home Housing Support Service

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Type of inspection:
Unannounced

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Service provided by:
South Ayrshire Council

Service provider number:
SP2003003269

Service no:
CS2006133677

About the service

South Ayrshire Care at Home service is registered to provide care at home and housing support to vulnerable adults across the South Ayrshire council area.

The service is managed from a base at the Office Overmills of 2a Westwood Ave, Ayr KA8 0QR.

They have several other small offices in Ayr at Wellington Square where the CM2000 team are based and also have access to offices and rooms at South Lodge in Ayr that are utilised by the quality assurance team. The human resources team are based at the county buildings Ayr.

Local offices in Maybole provide cover for the rural and outlying areas around Maybole and Girvan and there are plans to have offices covering the Troon and Prestwick areas as well.

About the inspection

This was an unannounced inspection which took place on 4, 6, 9, 12, and 13 October. The inspection was carried out by one inspector from the Care Inspectorate. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- Spoke with sixteen people using the service and/or their relatives
- Spoke with seventeen staff and management
- Observed practice during community visits
- Reviewed documents

Key messages

- Service is well led with consistent management and senior staff with considerable knowledge of community services leading the implementation of systems that support the development of the service.
- Consistently positive feedback from people who use the service. Staff described as caring, respectful and helpful.
- Good teams of care staff delivering support to people in the community. Managers and coordinators working hard to maintain consistency of support.
- Experienced and knowledgeable senior staff leading teams such as quality assurance the CM2000 implementation.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	5 - Very Good
How good is our leadership?	5 - Very Good
How good is our staff team?	5 - Very Good
How well is our care and support planned?	5 - Very Good

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

People should be confident that they are being supported by trained, competent and skilled staff. During our inspection visits in the community, we observed staff providing respectful, caring and compassionate support to people. We spoke to several people who told us they were very happy with the quality of the care staff and described them as caring, helpful and cheerful. Those using the service told us they were very happy with the care they received from staff. There was a clear culture in place based on courtesy, respect and providing dignified care to people in the community.

We heard that most of the time the support was provided by a consistent team of staff, which helped to ensure continuity of care and also build up trust and develop supportive relationships. However, there were occasions when due to holidays, absences or emergency situations this was not possible. Most people appreciated and recognised this.

We reviewed the care and support planning documentation and saw this helped to ensure that, the assistance provided supported good outcomes for people's general health and well being. This meant people could remain in their own homes and continue to feel part of the community and maintain their independence. This helped to maintain good mental health and well being.

People were involved in their care planning process and care staff were good at updating and ensuring that any changes were notified and actions taken as required. This helped to give people confidence in the care staff and the service in supporting people to remain in their own homes in the community.

We heard about the pressures on the service to get people discharged from hospital quickly whilst trying to maintain continuity of care, and also prioritising supporting people with end of life care. All these factors bring demands and challenges which the service management and care staff have worked hard to address. We saw a dedicated, enthusiastic and motivated team of staff working hard to achieve high standards of care and positive outcomes for people in the community.

How good is our leadership?

5 - Very Good

We found significant strengths in aspects of the management and quality assurance procedures in place and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

It is important that care services have effective systems in place to assess, monitor and evaluate the quality of services provided. This is achieved by gathering evidence through various auditing procedures and tools, gaining feedback from people who use the service and by carrying out direct observations of staff practice.

This information should help to drive developments within the service and in the overall quality of the service provided. This should also help to enhance and improve outcomes for people who receive support.

This service has benefited from consistent management support and we noted that several senior positions had been filled with experienced, knowledgeable and skilled staff who knew the issues and challenges of the service well. This helped to give some credence and support to staff at all levels within the organisation and also helped to develop and implement systems of support and guidance as required.

People using the service should benefit from a culture of continuous improvement. We found that the service had completed an extensive and detailed self evaluation tool and other business continuity plans were in place. This demonstrated that management has clear understanding of their roles and responsibilities in relation to the governance and running of the services.

This also meant that the management team had a good overview of service provision and were alerted to any issues arising. This helped to ensure that there were able to implement and resolve issues as they arose and were able to improve the service and positively impact on outcomes for people.

There were some good quality assurance systems in place to assess and monitor the service provision. This included the use of a range of audit tools to assess service delivery and clinical needs. The outcomes of quality audits were used to inform the service improvement plan. This ensured that the management team had a clear understanding about what needed to improve and what measures need to be in place to drive improvement

We saw that the management team were able to develop and implement documentation that was person focused and fit for purpose in delivering supports to people in the community. This was evident in the standard of documentation we reviewed and the processes put in place such as the quality assurance procedures by this team of experienced and knowledgeable staff.

From the documentation we reviewed and from feedback from staff we spoke to during this inspection there were good systems in place to provide access to supervision and support to staff. We were able to see that staff supervisions and direct observation of practice were happening.

How good is our staff team?

5 - Very Good

We found significant strengths in aspects of the care and support provided by the staff team and how these ensured positive outcomes for people, therefore we evaluated this key question as very good.

We received many positive comments about the quality of the care staff providing the day to day support to people in the community. People we spoke commented on their kindness and caring approach. We heard people describing them as "Fantastic." "Could not do without them." "They are brilliant." "The girls are so nice always helpful."

We saw that individual staff with experience and skills were being identified and deployed to help implement new technologies and other systems and procedures to help improve and develop the operations within the service. This level of recognition helped to generate good team dynamics by supporting career development and overall job satisfaction, whilst making progress in managing and developing the service.

The service was actively promoting and implementing a learning and development culture throughout the service where staff were supported to reflect on their practice. This ensured that people living in community were being supported by teams of well trained and skilled staff.

The service had implemented a good induction programme to ensure new staff were appropriately supported into their new roles. We saw there were good training plans in place that utilised a mix of online and face to face training that covered the responsibilities of the care staff's job functions. There were systems in place for direct observations and recording, including spot checks for quality assurance. This helped assess the staff competencies and the positive outcomes for the people they support.

There were good systems in place to ensure that staff have access to support and supervision as required and this helped to ensure staff felt supported whilst working independently in the community.

How well is our care and support planned?

5 - Very Good

We found significant strengths in aspects of the care and support documentation and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

We reviewed the care and support planning documentation and saw this was completed with good detail and clear descriptions of the types of assistance people required. There were one page pen profiles to help give people a sense of the individual as well. This helped give a person centred approach to the care planning documentation. Care and support was reviewed and updated as required and people and their relatives were involved in this process.

Care plans contained up to date information to ensure staff are directed to deliver agreed and consistent care. Risk assessments were up to date and reflected into plans of care. This helped to safeguard people from harm. There was a good overview of management of clinical issues and how risks were being managed. There were systems in place to ensure that clinical issues were regularly discussed, and plans of care updated. This ensured good outcomes for people's healthcare.

We saw that the documentation for care planning and quality assurance were being developed well by staff who have extensive experience and knowledge of working in community based services. This helped to ensure that the documentation and procedures being implemented were appropriate and beneficial to improving the outcomes for people in the community. This helped to give confidence about the future progress and development of the service and how it continues to support people to live independently in their own homes.

Complaints

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

Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.1 People experience compassion, dignity and respect	5 - Very Good
1.2 People get the most out of life	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good
How good is our staff team?	5 - Very Good
3.2 Staff have the right knowledge, competence and development to care for and support people	5 - Very Good
How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

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