

Abbey Care Services Support Service

9 Ogilvys Close
Kirriemuir
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Type of inspection:
Announced (short notice)

Completed on:
2 March 2023

Service provided by:
Abbey Care Services

Service provider number:
SP2006008253

Service no:
CS2005111262

About the service

Abbey Care Services is registered with the Care Inspectorate as a support service - care at home, to provide support and care to people in their own homes.

The service is based in Kirriemuir and operates over a large geographical area in Angus. The service is available to people from age 16, up to and including older people.

About the inspection

This was a short notice inspection which took place on 28 February and 01 March 2023. The inspection was carried out by two inspectors 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 five people using the service and two of their representatives
- Spoke with four staff and management
- Shadowed staff and observed practice
- Reviewed documents.

Key messages

- There was a high level of satisfaction from those we spoke to about the service
- Staff knew people well and showed a high level of respect
- There was a culture of continuous improvement
- Systems should be introduced to assess staff competency in infection prevention and control.

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?	4 - Good
How good is our leadership?	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?

4 - Good

We evaluated this key question as good. This was because we identified a number of important strengths that had a significant positive impact on people's experiences and outcomes. However improvements are required to maximise wellbeing and ensure that people consistently have experiences and outcomes which are as positive as possible.

We found that there was a high level of satisfaction among people experiencing care. They told us that they felt communication was good, with systems in place to let them know which carer to expect and when to expect them. Staff were said to turn up on time and when there was a delay anticipated, office staff called to let them know. This helped give confidence in the provider and the team providing their support. We observed staff being respectful that they were working in people's homes, knocking before entering and ensuring they left the house clean and tidy before they left. We found that staff were supported to be competent in the use of manual handling equipment including hoists and stand-aids. We observed staff using them confidently and safely. This confident and respectful approach to service delivery formed the foundations of a positive relationship between the service and client.

There was an emphasis on social engagement during visits. Staff clearly knew people well and we observed natural conversations about achievements and interests. Plans of care clearly detailed how people wanted to be supported and we observed these being implemented by staff. Staff were familiar with people's vulnerabilities and risks for example their skin or mobility and observed and reported on these at visits. Where significant changes were noted, staff were responsive to updating plans of care or referring to another agency if required. This contributed positively to people getting the right support at the right time.

Where possible staff supported people to remain independent in managing their own medication. Some people required staff to administer it for them. The service had developed appropriate policies and procedures to enable this to be undertaken safely.

Individual staff training and development plans were being introduced. This enabled training to be identified and delivered to staff based on the specific needs of the people they support. This helped staff be skilled and informed about the specific needs of their clients.

Staff had received training in infection, prevention and control and felt well supported during the Covid-19 pandemic. They had their own stocks of personal protective equipment (PPE) and knew how to replenish these to ensure sufficient supplies. It is important that staff remain competent in the safe use and disposal of PPE and clinical waste to help prevent the spread of infection. We found that systems for assessing people's practice and competency had lapsed. We would encourage this to be re-introduced to ensure staff continued to implement safe practice (**see area for improvement 1**).

Areas for improvement

1. To help keep people safe the provider should ensure staff implement safe practice in infection prevention and control. This should include but is not limited to undertaking competency assessments and observations of practice in relation to:

- The use of PPE
- Disposal of clinical waste, including PPE

- Hand hygiene.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'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' (HSCS 3.14).

How good is our leadership?

5 - Very Good

We found that quality assurance and improvement was very well led within the service. We concluded this because we identified major strengths in supporting positive outcomes for people with very few areas requiring improvement.

The leadership team worked well together with effective systems to plan and follow up on improvement priorities. A number of audits formed the basis of how the service assessed their own performance. Clear processes followed these to help bring about improvement. This worked well because they were progressed timeously with each member of the leadership team being clear about their roles and responsibilities. As a result improvements were identified, planned and acted on timeously.

A review of accidents and incidents were undertaken to help identify and changes that could be taken to help reduce the risk of recurrence. The electronic care planning system used by staff had an early alert to managers to enable prompt action following such an occurrence. This helped early interventions to be taken should they be required.

It was encouraging to see that people's learning helped shape improvement. Personal development plans had been introduced as a direct result of SVQ training and one staff member told us how practical training had impacted positively on her manual handling. This contributed positively to promoting a culture of continuous learning and improvement.

The service had key priorities for improvement including policy review, gaining feedback from people experiencing care and as described above, the introduction of personal learning plans. These were being actively progressed by the leadership team and some staff were aware of and involved in the actions. Capturing and sharing these in an improvement plan would help communicate them to all relevant stakeholders and aid involvement and accountability. The management team had plans to progress this and were working with an independent social care consultant who was supporting their growth and development.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

In order to ensure any treatment or intervention that people experience is safe and effective, the service should:

- i) Ensure any use of equipment is subject to prior risk assessment to ensure it is safe and effective
- ii) Ensure any use of equipment is fully detailed in the Risk Assessment and Personal Support Plan.

This is to ensure that care and support is consistent with Health and Social Care Standards (HSCS) which state that:

'Any treatment or intervention that I experience is safe and effective' (HSCS 1.24).

This area for improvement was made on 17 May 2022.

Action taken since then

A personal plan was in place for each person using the service. This had been developed alongside associated risk assessments. Plans and risk assessments that we sampled were detailed and consistent with the care and support provided. We saw good evidence of plans and risk assessments being reviewed and updated when there was a change to people's condition, plan or circumstance. Staff used electronic hand held devices to access people's care plans. This helped support timeous review of plans and assessments when required.

We were satisfied that appropriate action had been taken to meet this area for improvement.

Previous area for improvement 2

In order to ensure people benefit from a culture of continuous improvement with the organisation having robust and transparent quality assurance systems, the service should:

- i) Ensure that all accidents and incidents are subject to investigation in order to prevent future re-occurrence
- ii) Ensure that all parties are informed of the outcomes of any investigations as part of a robust quality assurance system.

This is to ensure that care and support is consistent with Health and Social Care Standards (HSCS) which state that:

'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

This area for improvement was made on 17 May 2022.

Action taken since then

We have reported on accident and incident review in the body of this report (see How good is our leadership?).

People experiencing care and their representatives told us that there was good communication between the service and themselves. They said they had confidence in the service and felt informed about changes and significant events.

We were satisfied that appropriate action had been taken to meet this area for improvement.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Detailed evaluations

How well do we support people's wellbeing?	4 - Good
1.1 People experience compassion, dignity and respect	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
1.5 People's health and wellbeing benefits from safe infection prevention and control practice and procedure	4 - Good
How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good

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