

1st Homecare Ltd - Falkirk Housing Support Service

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Type of inspection:
Unannounced

Completed on:
20 December 2022

Service provided by:
1st Homecare Ltd

Service provider number:
SP2005007703

Service no:
CS2019378230

About the service

1st Homecare is a subsidiary company to Real Life Options which provides care services across the UK. They currently have services in four areas of Scotland: Fife, Falkirk, Irvine and Dumfries.

The Falkirk branch is registered to provide a support service to children, adults and older people living in their own homes.

The service is well established (2006) and has a modern and accessible office base in Calendar Park in Falkirk. They provide services in the Falkirk areas including Denny, Grangemouth, Bonnybridge and Polmont.

At the time of the inspection approximate 140 people were using the service.

1st Homecare state that their vision is to be recognised as leaders in enabling people to reach their potential with a purpose of providing excellent social care and support.

About the inspection

This was an unannounced inspection which took place on 14, 19 and 20 December 2022. 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 five people using the service.
- spoke with five staff and management.
- observed practice and interaction with service users.
- reviewed documents.

Key messages

- The service knows people using the service very well
- Communication is very good
- People find the service approachable and easy to contact
- People we spoke to were very happy with the service
- People's support plans were very thorough and up to date
- Reviews were outcome focused and changes made to ensure people achieved the outcomes they wished.

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

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

In this part of the inspection report we considered three quality indicators;

1.1 People experience compassion, dignity and respect.

1.3 People's health and wellbeing benefits from their care and support.

1.5 People's health and wellbeing benefits from safe infection prevention and control practice and procedures.

We assessed the service as Very Good for two quality indicators 1.1 and 1.3 and Excellent for quality indicator 1.5 which means overall we evaluated this key question as Very Good, where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

People using care services should receive support in line with the Health and Social Care Standards. The service evidenced very well that this was the experience of people using the service. People were generally very happy with the quality of the service they received. They were encouraged to express their views in a variety of ways. They were treated with respect and listened to. One person told us "Very happy with the girls that come in. They do what I need them to. They're very nice." People using the service valued the fact that when contacting the service they spoke to people they knew by name, who were familiar with them and their personal situations.

The number of staff supporting people was kept small and people got to know the people supporting them which made them feel comfortable. Support plans made it clear if support needed to be provided at a specific time which showed understanding and respect towards people's routines. Some people felt that recently they had not received rotas as previously which meant they did not always know who was coming in advance and would like rotas to be reinstated. Interactions between people using the service and staff were friendly and professional. This meant that people experienced warmth, kindness and compassion in how they were supported and cared for.

People should be supported by people who are aware of their needs and how to meet them. Support planning within the service was very good. Plans seen were very thorough and focused on seeing the person, not only the support required. They were written in a thoughtful and respectful way. The service evidenced that they know people they supported very well. Care plans clearly reflected current good practice guidelines which promoted good staff practice and compassionate care.

The service is well established and had good links with external professionals they could contact should people using the service require it thus ensuring people's needs were met in a holistic way. People's independence was encouraged in order that people benefit from maintaining their skills and recovering them after injury or illness. Choice was respected regarding how people wish to receive their care and these choices were reflected in people's support plans. This meant people using the service were treated as individuals and supported by people who anticipated issues and were aware of and planned for any known vulnerability or frailty.

Reviews of people's care were carried out every six months. A small number of reviews were outstanding and the service aimed to complete these very shortly. Recent reviews seen were very focused on the outcomes people want to achieve and how the service will support people to do this. Changes were made to support plans which reflected people's changing needs and goals.

The service had excellent oversight of infection prevention and control policy and protocols. All staff received training in this area which was reinforced regularly both informally and formally. Staff were knowledgeable in this area and people could be confident they were being supported by staff who were trained, competent and skilled in infection prevention and control procedures and protocols. People using the service were asked specific questions regarding this via questionnaires and courtesy calls from the service. Clear guidance regarding people's individual needs regarding infection prevention and control is detailed within their support plans. Feedback was very positive with one person saying "Yes, they all wear full PPE and don't take it off until they leave, they're very professional." All staff undergo individual infection control competency assessment to ensure they are confident in their practice in this area.

How good is our leadership?

5 - Very Good

We evaluated this key question as very good, where there were major strengths in supporting positive outcomes for people.

2.2 Quality assurance and improvement is led well.

The service actively sought the views of people using the service in a variety of ways meaning that people could meaningfully contribute to the evaluation of the service they received. These included initial assessment, courtesy calls, reviews and questionnaires. People felt comfortable contacting the service if they needed to and were confident that if they raised an issue it would be addressed. An on call service is available outside office hours providing support for staff should they require it.

The service has partially moved to an electronic care planning system which they intend to progress further in the near future. This will mean the service can update communications with people using the service very quickly and vice versa.

Care plan auditing was done regularly including audits of communication diaries. This has ensured consistency and high standards across the service.

Staff told us that communication in the service was good and staff liked working there. Information was shared with staff regularly regarding things pertinent to their role and practice. Good support was offered to staff in a variety of ways and the manager made herself available to staff and people using the service.

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
1.3 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	6 - Excellent

How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good

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