

# 1st Homecare Irvine Housing Support Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
10 September 2021

**Service provided by:**  
1st Home Care Ltd

**Service provider number:**  
SP2005007703

**Service no:**  
CS2015340104

## About the service

The service is based in Irvine and is registered to provide a care at home and housing support service in a combined way to adults including older people living in their own homes.

The service registered with the Care Inspectorate on 16 September 2015.

The aims and objectives of the service state that their core services are to:

- Encourage Self Directed Support - enabling people to have a real choice, real voice, real lives.
- Enables vulnerable people to remain within their homes and live independently, leading fulfilling lives in their communities.
- Ensure that every service user is able to receive information, advice and support according to their individual needs.
- Our focus is to deliver innovative, responsive and sustainable services, working in partnership with NHS and local authority professionals to ensure the improvement of health, wellbeing and independence for service users and their families.

We carried out a follow up inspection on 9 September. This was a focused follow up inspection to evaluate the progress the service had made in relation to requirements made in the inspection report dated 10 June and to review the remaining requirements from previous follow up inspection on 24 June.

## What people told us

As this was a follow up inspection to focus on the requirements made in previous inspection report we did not speak to people who use the service. We reviewed some of the service quality assurance documents that included telephone courtesy calls to relatives and people who use the service.

## What the service has done to meet any requirements we made at or since the last inspection

### Requirements

#### Requirement 1

By 5 August 2021, the provider must review care plans and risk assessments to ensure they contain:

- a) accurate and up-to-date information which directs staff on how to meet people's care and support needs;
- b) information regarding the actual and/or potential impact of Covid-19 on people's health, wellbeing, and care needs;
- c) information regarding anticipatory care planning to ensure staff can support people's future care needs, choices, and preferences; and

d) detailed six monthly care reviews which reflects people's care needs and preferences.

This is to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, (SSI 2011/210) Regulation 5(2)(b)(iii) - Personal plans.

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

'I am fully involved in developing and reviewing my personal plan, which is always available to me.' (HSCS 2.17).

This requirement was made on 10 June 2021.

**This requirement was made on 10 June 2021.**

#### Action taken on previous requirement

We reviewed a sample of the care and support plans. These were completed in good detail and gave descriptions of the type of support each person required and helpful insights into the person and their backgrounds. This helped to ensure that care staff could visit and provide the care and support with a focus on the person as an individual. Care plans included information regarding anticipatory care planning to ensure staff can support people's future care needs, choices, and preferences.

Prior to each visit staff were instructed on how to prepare for entering the individual's home. This included applying hand sanitiser, PPE and checking the health and wellbeing of the service user for signs of Covid-19.

Assessment information took account of Covid -19 related risks and other health and wellbeing needs, including support with medication.

Reviews had taken place with good detailed outcomes and evaluations of the support provided. There was good involvement of the person and their relatives in this process. Care plans were amended as required following reviews.

#### Met - outwith timescales

### Requirement 2

By 5 August 2021, the provider must ensure people experience a service with well trained and competent staff. You must ensure all staff receive training appropriate to their role, which includes, but not limited to, moving and handling, and the management of medications.

This is to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) Regulation 4(1)(a).

This is also to ensure care and support is consistent with the Health and Social Care Standards which state:

'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).

This requirement was made on 10 June 2021

**This requirement was made on 10 June 2021.**

## Action taken on previous requirement

The service demonstrated their commitment to training by ensuring that all the care staff had completed Covid-19 competency assessments. This helped ensure staff understood the required operational procedures regarding the use of PPE and how to identify Covid -19 symptoms.

An external training provider gave good detail of the training programme they had delivered to the service. This included moving and handling and medication training. This training programme was ongoing.

We sampled staff training records. They were up to date and indicated staff had completed training relevant to their job role. The service was developing an internal train the trainers programme to deliver training on a regular basis. This will support the service to meet the demand for initial induction training and updates for existing staff.

## Met - outwith timescales

### Requirement 3

By 5 August 2021, the provider must ensure that the approach to quality assurance is reviewed and improved to establish robust monitoring processes informed by evidence based good practice and a strong focus on personal outcomes, using learning effectively to improve the service for people experiencing care.

This is to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/2010) Regulation 3 - Principles; Regulation 4(1)(a) - Welfare of users.

This is also in order to ensure that care and support is consistent with the 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 requirement was made on 10 June 2021

**This requirement was made on 10 June 2021.**

## Action taken on previous requirement

The service had obtained feedback from people who use the service and some relatives from questionnaires and telephone discussion. The manager had reviewed the responses and responded appropriately where changes were required. Overall, the feedback was positive regarding the service and staff who provide this support.

We discussed the potential to develop quality assurance further as Covid -19 restrictions ease.

The service had developed systems to engage with the staff team. This included lone worker courtesy calls which gave staff the opportunity to discuss their working environment and any concerns or issues they had. This helped to ensure that staff felt valued and supported in their job role.

We discussed with the manager ways that these processes could be adapted and imbedded into the overall quality assurance procedures of the service.

## Met - outwith timescales

## 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

The service should ensure there is an effective medication management system in place to direct staff on how best to support people with their oral and topical medications.

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

'If I need help with medication, I am able to have as much control as is possible.' (HSCS 2.23).

This requirement was made on 10 June 2021.

**This area for improvement was made on 10 June 2021.**

#### Action taken since then

Care and support plans contained medication administration assessments to direct staff on the level of support required. Medication records included detailed descriptions of topical medication application requirements including the use of body map diagrams which showed where body creams and other applications were to be applied.

This ensured that staff were clear about the support each individual required. Staff administering medication had been given appropriate training to allow them to do this safely.

This area for improvement has therefore been met.

#### Previous area for improvement 2

The service should ensure all comments/concerns and complaints are managed in accordance with the company's complaints policy and procedure.

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

'I use a service and organisation that are well led and managed.' (HSCS 4.23).

This requirement was made on 10 June 2021.

**This area for improvement was made on 10 June 2021.**

#### Action taken since then

We reviewed the service's complaints procedure and how they responded to any concerns or issues that had been raised with them. The policy was basic but easy to follow with contact details for the Health & Social Care Partnership and Care Inspectorate.

We were satisfied that the service had an appropriate system in place to respond to any complaint activity. We will monitor how the service responds to any issues raised with them at future inspections.

This area of improvement has therefore been met.

## 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).

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