

Care service inspection report

Fairfield Home Care Services - Positive Options

Support Service Care at Home

15 Cromwell Road
Burntisland
KY3 9EH

Inspected by: Carole Kennedy

Aileen Scobbie

Type of inspection: Announced (Short Notice)

Inspection completed on: 7 June 2011



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Service provided by:

Fairfield Care Scotland Ltd

Service provider number:

SP2007009107

Care service number:

CS2010249768

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

What the service does well

The philosophy of the care service is one that actively encourages participation and involvement of clients and their families. The service provider monitors and evaluates the quality of the service and uses feedback from clients, families and staff to further develop and improve the service. The manager organises training for staff that is appropriate to their work and this means that staff are kept up to date with good practice.

What the service could do better

This was an extremely positive inspection with no requirements or recommendations made. The service provider should continue to maintain their person centred focus as the service continues to grow.

What the service has done since the last inspection

This was the the first inspection of the service following registration.

Conclusion

Positive Options is a new service which is growing slowly and beginning to establish itself in the area. The service promotes individualised, person centred care and very good standards of care and support were evidenced at this inspection. The philosophy of the care service is one that actively encourages participation and involvement of clients and their families. Comments from people who use the service were very positive.

Who did this inspection

Carole Kennedy

Aileen Scobbie

Lay assessor:

1 About the service we inspected

Positive Options describes itself as an individual service which is client led. The aim of the service is to deliver a range of positive options for those who wish to be cared for within their own environment. The client chooses which service they would like, when they would like it delivered, how often they would like it delivered and by whom. Positive Options is based in Burntisland and is owned and run by Fairfield Care (Scotland) Ltd.

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 5 - Very Good

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.scswis.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 medium intensity inspection. We carry out these inspections where we have assessed the service may need a more intense inspection.

What we did during the inspection

This report was written following a short notice announced inspection which took place on 7 June 2011. The service submitted a completed Annual Return and a self assessment form as requested by SCSWIS and this information was used in preparation and during the visit. The inspection was carried out by Inspectors Carole Kennedy and Aileen Scobbie.

During this inspection we sampled information from various sources including;

The up to date Self Assessment

Talking with the manager, one member of staff and a relative of a client. We also received 3 SCSWIS quality questionnaires which had been completed by clients.

Examination of a sample of the policies, procedures, health & safety records which the service is required to maintain.

Review of a two client's personal care files to check how staff assess needs and how these are met.

Review of two staff recruitment files to ensure safer recruitment procedures are followed.

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

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.

A fully completed self assessment document was submitted by the manager of the care service. This was completed to a good standard and gave relevant information for each of the quality Themes and Statements. The service identified what they thought they did well, some areas for future development and how they planned to implement changes and further develop the service. It also included information on how service users participated in the process.

Taking the views of people using the care service into account

A total of 3 SCSWIS questionnaires were returned from people using the service. All had been completed with the help of staff. Two strongly agreed and one agreed that they are happy overall with the quality of care and support provided. Some comments are noted below and others have been included in the body of the report.

"Could not ask for better person centred service"

"Highly recommended"

Taking carers' views into account

We reviewed questionnaires returned by relatives of clients and spoke with one relative during the inspection. All comments were very positive and they were happy overall with the quality of care and support provided. Relatives comments are included in the body of this report.

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

Overall 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 the service to have a very good performance in relation to this statement. We concluded this after we:

- * Talked with the directors, support worker and the relative of a client.
- * Looked at records and;
- * Examined how clients and their relatives are involved in assessing and improving the quality of care and support provided.

The service has a participation strategy which involves clients, families, staff and other professionals. The service provider promotes a person centred individualised philosophy and is pro-active in seeking feedback on all aspects of their service. Discussion with a client's relative and review of completed client questionnaires and personal support plan records confirmed the service provider and support workers routinely encourage clients, their relatives and other stakeholders to give their views on the quality of the service and how it could be further improved. The service has introduced an informative newsletter which is shared with clients and their families. We established that the support service is tailored to suit the wishes of the individual clients. Clients confirmed that the service regularly checks with them to ensure they are satisfied with the level of support provided and that it continues to meet their needs. Any suggestions raised are addressed promptly and appropriately. Client files viewed were found to contain a very good standard of information supporting the clients and their relatives involvement in development of the support plan. The client or their relative sign to confirm agreement with the content of the plan. A relative of a client told us;

"I am very happy with the service"

"Excellent communication and always get a very positive response from them"

They told us they had no qualms or concerns regarding Positive Options and had no suggestions as to how the service could be further improved.

Areas for improvement

The manager confirmed that the outcome of the recent quality survey will be shared with clients, relatives, staff and other stakeholders.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 2

We enable service users to make individual choices and ensure that every service user can be supported to achieve their potential.

Service strengths

The Aims and Objectives of Positive Options identifies the person using the service is at it's heart and the support provided is built around them to suit their individual lifestyle. All clients have a pre-admission meeting with the service manager to discuss and agree what they want in their support package. This ensures they receive the level of support they wish to meet their needs and desires. The person using the service is introduced to their carer/support worker and chooses the times, days, menu and what they would like the carer/support worker to do. This is formalised and recorded in a detailed support plan with relevant risk assessments included. The client or their relative/representative signs the plan to confirm they are aware and agree with it. The service records the clients birthday and other significant events and ensures a birthday card is sent. This is a nice personal touch on the part of the service.

Areas for improvement

The service manager has identified in the self assessment that she will continue to regularly call clients and their families. This is good practice which ensures the support plan accurately reflects clients preferences and needs and supports individuality.

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: 5 - Very Good

Statement 1

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

Service strengths

As noted in Q.S 1.1 the service has a participation strategy in place which details the various methods used to interact with and gain the views of clients, families, staff and external agencies. The service manager actively seeks clients views on the quality of staff during regular care reviews and via telephone calls. Quality questionnaires are sent out by the service to gain feedback on all aspects of the service including staffing. The questionnaires encourage people to give their views on the staff and make suggestions regarding possible training issues. The manager uses feedback from clients to monitor staff practice and inform supervision sessions. The service also distributes an informative newsletter which includes information regarding staff training. This helps to inform people of the skills and abilities of their support workers. Comments on the staff from people who use the service were all very positive and included;

"Excellent communication"

"I'm very happy with the rapport we have with X (carer) she phones me to let me know how dad is and regularly leaves notes for me to keep me up to date,almost beyond the call of what she's expected to do"

"X's very good"

"I am very happy with the service, from the initial meeting staff have been friendly, knowledgeable and helpful"

Areas for improvement

The service will continue to actively promote and encourage clients and their relatives/representatives participation in assessing and improving the quality of staffing.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 2

We are confident that our staff have been recruited, and inducted, in a safe and robust manner to protect service users and staff.

Service strengths

The provider possessed a comprehensive recruitment policy and procedures which provided a positive framework for the safer recruitment of staff.

The recruitment procedure required the completion of an application form, two references being requested (one from the appointees most recent employer / manager), enhanced Disclosure / PVG checks being undertaken and the checking of professional registers if required.

The reference request form made provision for information regarding the designation of the referee and the employment relationship to the applicant. It also required to be signed and dated.

We reviewed the personnel files of two support workers and evidenced safer recruitment procedures had been followed, regular supervision sessions take place and a record of training attendance and achievements is maintained. We found that the service provider adheres to best practice guidance.

Areas for improvement

Continue to adhere to best practice guidance and promoting training in the service which reflects the changing needs of clients.

Grade awarded for this statement: 5 - Very Good

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

As previously noted, we found that the service actively encourages participation with people who use the service, their relatives and other stakeholders. This was evidenced by returned SCSWIS questionnaires, discussion with a clients relative, review of the service's own satisfaction surveys, detailed support plans and discussion with the service directors and support worker.

The directors of Positive Options are actively involved in introducing clients to the service and reviewing and monitoring the quality of service provision.

It was confirmed that the people who use the service and the staff group are encouraged to participate in the self assessment and the inspection process.

Consultation with the staff group has resulted in changes to policies and procedures which reflect their comments and improve quality.

Comments from people who use the service include;

"I am very happy with the service, from the initial meeting staff have been friendly, knowledgeable and helpful"

"(manager) is very approachable"

"Highly recommended"

Areas for improvement

The provider to ensure that the service continues to develop good practice in relation to this quality statement.

Grade awarded for this statement: 5 - Very Good

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

The care service has a range of Quality Assurance measures in place and regular audits covering all aspects of the service are carried out, records of which are maintained.

The service has a complaint procedure and details of this and that of SCSWIS are provided to clients and their relatives/carers. Returned SCSWIS questionnaires and discussion with a client's relative confirmed awareness of the complaints procedure. Records of consultation with people who use the service, staff and other stakeholder are maintained and a system of audits and evaluation are in place to influence practice and promote further improvements. People who use the service indicated that they are routinely consulted and fully involved in all aspects of the care and support they receive.

Areas for improvement

The service manager is committed to ongoing development of the service's participation strategy and will ensure the outcome of the questionnaire and other consultation processes continue to be taken forward with clients, their families, staff and other stakeholders.

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

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 SCSWIS re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).

5 Summary of grades

| | |
|---|---------------|
| Quality of Care and Support - 5 - Very Good | |
| Statement 1 | 5 - Very Good |
| Statement 2 | 5 - Very Good |
| Quality of Staffing - 5 - Very Good | |
| Statement 1 | 5 - Very Good |
| Statement 2 | 5 - Very Good |
| Quality of Management and Leadership - 5 - Very Good | |
| Statement 1 | 5 - Very Good |
| Statement 4 | 5 - Very Good |

6 Inspection and grading history

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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