

Care service inspection report

Tailor Maid Homecare Housing Support Service

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Telephone: 0141 639 9149

Type of inspection: Unannounced

Inspection completed on: 13 January 2015



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Service provided by:

Tailor Maid Homecare Ltd.

Service provider number:

SP2010010906

Care service number:

CS2010273048

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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	6	Excellent
Quality of Staffing	5	Very Good
Quality of Management and Leadership	5	Very Good

What the service does well

The service was found to be excellent at involving their service users in assessing and improving the quality of care and support.

We found that the service was excellent in meeting the health and welfare needs of their service users.

The service was found to be very good at involving service users and their relatives in assessing and improving the quality of staff.

We found that the service continued to provide very good support and relevant training opportunities for staff.

The service was found to be very good at involving service users and their relatives in assessing and improving the quality of management and leadership.

We found that the systems and processes used continued to provide a very good level of quality assurance.

What the service could do better

The service should continue to develop the involvement of service users and their relatives in staff recruitment, training, development and self-assessment.

We noted that some staff were overdue some refresher training and we were told that this was planned. We discussed that if staff received training elsewhere this should also be recorded on their training records.

What the service has done since the last inspection

The service had issued their first newsletter in December 2014.

Since the last inspection, the manager had reviewed the 'confirmation of instructions' document and this now included the consent and agreement to share personal information.

For the plans viewed, we saw that where a task had not been completed or the planned visit had not taken place, the reason for this was recorded.

We saw that the manager had been discussing the provision of care with service users and their relatives within every six months.

Staff had continued to be supported through the six part self-study dementia course, from Stirling University, for domiciliary care staff. Nine staff had now completed this.

Since the last inspection, another homecare supervisor had been appointed and the roles reviewed for the existing supervisors.

Since the last inspection, the service had issued questionnaires to health professionals involved with service users. The feedback received was very positive.

The supervisors had carried out 'quality check' visits to service users' homes throughout the year. Feedback was also very positive.

Conclusion

The service continued to be responsive to service users needs and had addressed the majority of the areas for improvement highlighted at the last inspection. This had resulted in an increase in the quality grades awarded for all Quality Themes. Very positive feedback was received from all service users and relatives about the level of care provided.

1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com.

The service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on April 2011.

Requirements and Recommendations

If we are concerned about some aspect of a service, or think it could do more to improve, we may make a recommendation or requirement.

- **A recommendation** is a statement that sets out actions the care service provider should take to improve or develop the quality of the service but where failure to do so will not directly result in enforcement. Recommendations are based on National Care Standards, relevant codes of practice and recognised good practice.

- **A requirement** is a statement which sets out what is required of a care service to comply with the Public Services Reform (Scotland) Act 2010 and Regulations or Orders made under the Act, or a condition of registration. Where there are breaches of the Regulations, Orders or conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Care Inspectorate.

Tailor Maid Homecare is registered to provide support to adults living in their own homes. The service had provided care and support to up to 70 adults over the last year and are currently providing care and support to 67 adults.

The home's philosophy is "we firmly believe that home care offers a realistic opportunity for many people who require care to remain living in their own homes. It is our goal to ensure that those people who choose to take this option should receive the maximum information and support to enable them to lead their lives as independently as possible, in comfort and safety."

Based on the findings of this inspection this service has been awarded the following grades:

Quality of Care and Support - Grade 6 - Excellent

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.careinspectorate.com or by calling us on 0345 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 low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

What we did during the inspection

This report was written following an unannounced inspection which was carried out on 13 January 2015 between 9:30am and 7pm. Feedback was provided to the management at the end of the visit.

As requested by us, the care service submitted a self-assessment and an annual return.

We sent fifteen questionnaires to the manager to distribute to service users. Six service users and four relatives returned completed questionnaires.

We also sent eight staff questionnaires for the manager to distribute. Seven completed questionnaires were returned.

In this inspection we gathered evidence from various sources, including the relevant sections of policies, procedures, records and other documents.

These included:

- personal plans
- questionnaires
- staff training records
- staff rotas and meetings
- discussions with management.

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.

The Care Inspectorate received a fully completed self-assessment document from the provider. We were satisfied by the way the provider completed this and with the relevant information included for each heading that we grade services under.

The provider identified what it thought the service did well, some areas for development and any changes it had planned. The provider told us how the people who used the care service had taken part in the self-assessment process.

Taking the views of people using the care service into account

Six Care Inspectorate questionnaires were completed and returned from service users prior to the inspection visit. They were all overall happy with the quality of care received. Additional comments received were:

"Perfectly happy and satisfied with the service and all the staff who provide my care and support."

"Very happy with service."

"My needs are being very well catered for."

"I am more than happy with every aspect of care received."

Taking carers' views into account

Four Care Inspectorate questionnaires were completed and returned from relatives prior to the inspection visit. They were all overall happy with the quality of care received. Additional comments received were:

"I am pleased to confirm the support and consideration showed by Tailor Maid home care. Any problems that have occurred have been dealt with swiftly and with consideration."

"My relative still requires some photos of her carers, They have four photos on their white board but they have many more carers than four."

"Tailor Maid are very professional in their approach and are attentive to our needs and any changes that we require. One of their employees spotted a developing medical condition which resulted in it being treated early thus saving a lot of pain and discomfort."

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

Grade awarded for this theme: 6 - Excellent

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

The service was found to be excellent at involving their service users in assessing and improving the quality of care and support. We focused on the information provided and how the service involved service users.

The service's self-assessment stated that their 'clients and their families are actively encouraged to contribute to the development of the initial care plan, in assessing care needs and to discuss options to best meet their needs. We actively encourage the families to be involved in the preparation of the care plan and for them to complete particular likes, dislikes and what is important to the supported person'.

In the personal plans viewed, a written agreement and the 'confirmation of instructions' were evident and signed by either the service user or next of kin following the initial assessment and commencement of service. This confirmed agreement with the individual care to be provided as well as the general terms and conditions of the service. Where there had been any subsequent changes to care needs or service provision, the 'confirmation of instructions' had been updated and signed.

Since the last inspection, the manager had reviewed the 'confirmation of instructions' document and this now included the consent and agreement to share personal information.

A copy of the personal plan and a communication diary were kept in the service user's home. The communication diary reflected the care provided by staff and any discussions with service users and their families.

The service's self-assessment stated that they 'engage with clients' families regularly by telephone and email to provided immediate feedback on the client's well-being and health'.

Regular communication with relatives via telephone and email was evident. Records showed discussions about the day to day care provided and any concerns highlighted.

We sampled records from the care plan review records and found that service users and their families were very happy with the service provided and there were very positive comments particularly in relation to the staff and care provided:

"Very happy with all aspects of care."

"Very pleased with staff."

"Happy with care provided."

"There is much emphasis placed on matching carer with client resulting in happy clients."

The service had issued their first newsletter in December 2014. This gave good information about the Self Directed Support; the current staff team and aims of the service; achievements in staff dementia training and East Renfrewshire family business of the year 2014.

We saw questionnaires which had been completed by people who were no longer requiring the service:

"The attention and kindness shown to my husband during his last months was excellent."

"I am very grateful to the girls who allowed me to have a break which enabled me to keep X at home as they wished."

"Tailor Maid allowed my relative to live in their own home safely and happily in their final years. They enjoyed the company of the girls and staff were reliable and flexible when we needed more care put in place."

The service was due to issue a questionnaire to current service users and their relatives at the end of January 2015 about the quality of care they received.

Areas for improvement

The service should maintain this level of quality.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Statement 3

We ensure that service users' health and wellbeing needs are met.

Service strengths

We found that the service was excellent in meeting the health and welfare needs of their service users.

The three personal plans viewed, reflected person centred detail in risk assessments and care planning with any changes to care recorded. Personal information and preferences were detailed and the aims of the package were clearly recorded. Time periods for each planned visit were indicated on the service plan. We saw that the minimum time period was half an hour.

Any health professionals involved in the service user's care were also recorded as was any contact with them.

Any assistance required with prompting medication or applying topical creams and patches was recorded. Staff involved in applying topical creams or patches had received training on how to apply and record the application.

For the plans viewed, we saw that staff had completed the daily checklist and communication diary to reflect the time of the visit and the care carried out. Where a task had not been completed or the planned visit had not taken place, the reason for this was recorded.

We saw that the manager had been discussing the provision of care with service users and their relatives within every six months. The majority reflected that they were very happy with the service provided and required no changes.

On a weekly basis, any updates were emailed to staff. Any changes in care provision resulted in the 'confirmation of instructions' being updated and re-issued for signing.

Photos of the staff team supporting the service user were contained within the plan and we were told that staff never provided care to a service user without first being introduced by a staff member that the service user knew.

The service had staff rotas which reflected the regular group of staff who provided the support for each service user. Service users and their relatives were given the option to be told which staff member was visiting each time and this information was given via email or at the previous visit.

The service recorded any accidents or incidents sustained by their service users while staff were providing care. None were recorded.

Areas for improvement

The service should maintain this level of quality.

Grade awarded for this statement: 6 - Excellent

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

The service was found to be very good at involving service users and their relatives in assessing and improving the quality of staff. We focused on how the service involved service users and relatives in staff recruitment, training and development.

The service had held two staff recruitment days and had involved a service user in meeting potential new staff. In the next questionnaire to be sent to service users and their relatives, they would be asked for questions for staff interviews.

A service user had been involved in staff dementia training and making a film about living with dementia.

The methods of service user participation reported in Quality Theme 1 Statement 1 remain relevant for this statement.

Areas for improvement

The areas for development reported in Quality Theme 1 Statement 1 remain relevant for this statement.

The service should continue to develop the involvement of service users and their relatives in staff recruitment, training and development.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 3

We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

Service strengths

We found that the service had continued to provide very good support and relevant training opportunities for staff. We looked at staff feedback, training and meeting records.

Training records showed that staff had received training in relation to the care needs of the service users they supported. These included:

- application of medication patches
- topical medication administration
- moving and assisting
- food safety
- first aid.

Staff had continued to be supported through the six part self-study dementia course, from Stirling University, for domiciliary care staff. Nine staff had now completed this.

Other useful information, which related to their service users, such as Parkinson 's disease, Cerebral Vascular Accidents, warfarin medication, stoma and catheter care was also discussed with staff.

The service's computer system highlighted when refresher training was due.

Since the last inspection, another homecare supervisor had been appointed and the roles reviewed for the existing supervisors. All supervisors had been allocated a group of staff to manage and carry out supervision and annual assessments.

Each member of staff had their own training and development folder.

Management were aware of the timescales to register their supervisors and care staff with the Scottish Social Services Council (SSSC) and that from 30 June 2014 any new supervisor needed to be registered within six months.

We saw that three staff meetings had been held in 2014. This gave staff a good opportunity to meet to discuss any training, practice issues and new policies such as Self Directed Support. Open discussion and the issuing of Care Inspectorate staff questionnaires were also evident. One meeting had a speaker from the Scottish Dementia Working Group, who spoke about their life living with dementia.

The service had issued a questionnaire to all staff in September 2014. All were returned and collated showing very positive responses about training, equipment, teamwork, supervisors, management accessibility and support. Three areas were highlighted and an action plan developed to address these.

Areas for improvement

The following areas were highlighted to provide further support for staff.

We noted that some staff were overdue some refresher training and we were told that this was planned. We discussed that if staff received training elsewhere this should also be recorded on their training records.

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

The service was found to be very good at involving service users and their relatives in assessing and improving the quality of management and leadership. We focused on how the service involved service users and their relatives at the organisation level of the service.

Since the last inspection, the service had issued questionnaires to health professionals involved with service users. The feedback received was very positive:

"Liaise well with our team and are keen to ask for advice and learn from our staff, they are highly motivated to provide the best standard of care."

"Keep me informed of progress via email which is very helpful."

"Provide quality care to allow client to remain at home."

"Very caring personnel."

Some service users continued to have regular contact with the owners as they continued to provide care and support to some service users.

The methods of service user participation reported in Quality Theme 1 Statement 1 remain relevant for this statement.

Areas for improvement

The areas for development reported in Quality Theme 3 Statement 1 remain relevant for this statement.

The service should consider involvement of service users and their relatives in the self-assessment process.

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

We found that the systems and processes used continued to provide a very good level of quality assurance. We looked at how the service gained feedback from various people, their quality checks and management meetings.

As previously stated, feedback from service users and their relatives was very positive.

The supervisors had carried out 'quality check' visits to service users' homes throughout the year. Feedback was also very positive:

"Very happy with care and team of staff."

"Happy with the care and staff team."

"Perfectly happy."

"A bit variety of carers at holiday time but usually good."

"Very happy with service for my relative."

The service had a data base which included the relevant service users' details including visit times, allocated staff and any missed or delayed visits. There had been no missed visits and where staff had been off sick this had been covered by staff known to the service user.

The management meeting viewed reflected discussions about:

- the ongoing dementia training with Stirling University and input from the community psychiatric nurse also
- probationary reviews for new staff continuing and all completed induction training
- annual appraisals for all other staff including quality check feedback from clients
- staff development ongoing and SVQ training will be completed by 2020.

The service had no records of any complaints received since the last inspection.

They kept up to date with best practice through the UK Homecare Association (UKHCA), Scottish Social Services Council (SSSC) and Care Inspectorate.

An action plan had been developed following the last inspection in relation to areas for improvement and these areas had been actioned.

The service had been awarded Family Business of the year at the East Renfrewshire Business Awards 2014 for the second year running.

Areas for improvement

Due to the areas for improvement reported in previous statements, we concluded that the quality assurance processes could be more used more effectively.

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

No additional comments.

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 the Care Inspectorate re-grading a Quality Statement within the Quality of Management and Leadership Theme (or for childminders, Quality of Staffing Theme) as unsatisfactory (1). This will result in the Quality Theme being re-graded as unsatisfactory (1).

5 Summary of grades

Quality of Care and Support - 6 - Excellent	
Statement 1	6 - Excellent
Statement 3	6 - Excellent
Quality of Staffing - 5 - Very Good	
Statement 1	5 - Very Good
Statement 3	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

Date	Type	Gradings
27 Jan 2014	Announced (Short Notice)	Care and support 5 - Very Good Staffing 4 - Good Management and Leadership 4 - Good
9 Nov 2012	Announced (Short Notice)	Care and support 4 - Good Staffing 4 - Good Management and Leadership 4 - Good
3 Jun 2011	Announced (Short Notice)	Care and support 4 - Good Staffing 4 - Good Management and Leadership 4 - Good

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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