

Tailor Maid Homecare Housing Support Service

Unit 1, Spiersbridge Way
Thornliebank
Glasgow
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Telephone: 0141 639 9149

Type of inspection:

Unannounced

Completed on:

10 January 2019

Service provided by:

Tailor Maid Homecare Ltd.

Service provider number:

SP2010010906

Service no:

CS2010273048

About the service

Tailor Maid Homecare is registered to provide support to adults living in their own homes with various care needs.

The service 'firmly believes 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.

At the time of inspection the service was supporting 60 people.

What people told us

We had 13 Care Inspectorate questionnaires returned to us and we spoke to people who used the service during the inspection. The information we gathered evidenced a high level of satisfaction in the services being provided. Comments included:

"The management and staff work exceptionally hard to ensure dad's care, wellbeing and welfare are taken care of to the highest standard".

"Very good care and help at all times of the day".

"The care they give is to a high standard".

"Tailor made homecare are very good".

We received three completed staff questionnaires which were positive in their content. One stated that Tailor made homecare are "a company who cares for both their staff and clients".

Self assessment

The care inspectorate did not request a self-assessment for this inspection year.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of staffing	4 - Good
Quality of management and leadership	not assessed

What the service does well

The provider continues to be committed to delivering a quality service to those they support. The professional approaches and positive values of the service were evident throughout the inspection.

The care plans we looked at provided some really detailed, personalised, information. The inclusion of the

checklist, which is used by the care staff, provided evidence of the person centred assessments being undertaken. We found that the recordings being made by the care staff were well written and informative. There were examples of joint working with family members and other professionals to the benefit of the people using the service.

We saw in the services newsletter that they continue to not only share news about the service itself but also to promote community connections/activities for those who may be at risk of becoming socially isolated such as local singing groups. Further information is made available when a person first starts using the service and this is encouraged through on going conversations.

The service provides wide ranging supports within peoples own homes, all of which were helping them to manage at home and to stay at home as they wished to do. We heard from individuals how important this was for them. We heard about people being supported to go out to a variety of places such as to the local parks and cafes and further afield to place such as Glasgow's art galleries. We saw that the service held a tomato growing competition in the summer months, encouraging people to remain active at home, with trophies being awarded to the winners and photos of achievements being shared in the newsletter. We heard first hand how valuable these supports had been for individuals. The provider had continued to ensure that enough time is agreed at the point of setting up the service to allow the care and support that has been requested to be provided without the person feeling rushed.

The service feedback questionnaires, as well as the written appraisals of staff performance completed by people who use the service, provided valuable feedback on the staff and services performance. As with the returned care inspectorate questionnaires the feedback from these was widely positive.

The provider had reviewed the structure within the office based team and as a result there had been opportunities for career progression within the service. The introduction of a full time training role will add value to what the service is already achieving in terms of their induction and training programmes. As discussed at the previous inspection the provider has now introduced a palliative care training course which was just starting to be rolled out to staff. They have continued to deliver a range of training for the staff team including Stirling Universities' model of dementia training. They have also continued to offer support to the staff to help them to achieve the SVQ awards they require for their professional registration with the Scottish Social Services Council.

We heard from staff that they were well supported when new to their roles and that the "open door" culture has continued. Staff fed back that they found management, and their colleagues who are office based, to be approachable and responsive and were confident that their views were listened to and acted upon. They shared that they have good support from the office based staff and also good out of hours support through the on-call system in place.

Team meeting minutes and staff bulletins provided further insight into the range of conversations happening between the whole team including discussions based on the new Health and Social Care Standards.

What the service could do better

Since the last inspection the service has been reviewing and developing some of the documentation in place within the care files. This includes the introduction of a new review form. We have provided some advice on how these could be further developed to ensure the recordings are more outcomes focussed. We also asked that they consider how to encourage more meaningful participation in the care reviews by both the people using the service and their family/representative where appropriate. We asked that the minutes of reviews with agreed action plans be shared also.

The risk assessment document being used will be reviewed and will be developed to ensure that more personalised risk assessments are in place where required. We have shared an online Health and Safety Executive resource to assist with this.

The management have agreed to undertake a review of the medication policy and procedures currently in place. Ideas on how to access alternative models of training for the staff team were also discussed and the Care Inspectorates related guides have been provided by us to assist with this area of development.

We have asked that the management introduce a process for checking and recording any power of attorney arrangements in place for individuals who are using the service. The persons using the service should always have their views sought and choices respected, including when they have reduced capacity to make their own decisions.

The management have introduced a new supervision and appraisal model for staff. They have also delegated some of the responsibility for completing this with carers to others in the team. They plan to now provide training and support to those responsible for this. We could see that once this is completed the new system could work very effectively for the benefit of the staff and those using the service.

We discussed with the management the need to review some parts of their recruitment processes to ensure that these are robustly undertaken and recorded. We have directed the management to the Scottish Social Services guide "Safer recruitment through better recruitment".

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Inspection and grading history

Date	Type	Gradings
28 Mar 2018	Unannounced	Care and support Environment 6 - Excellent Not assessed

Date	Type	Gradings
		Staffing Not assessed Management and leadership 5 - Very good
24 Feb 2017	Announced (short notice)	Care and support 6 - Excellent Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
8 Dec 2015	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
13 Jan 2015	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
27 Jan 2014	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
9 Nov 2012	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
3 Jun 2011	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good

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