



**REPORT TO:** PERFORMANCE & AUDIT COMMITTEE – 31 JULY 2018

**REPORT ON:** OUTCOME OF CARE INSPECTORATE INSPECTION – CARE AT HOME CITY WIDE

**REPORT BY:** CHIEF FINANCE OFFICER

**REPORT NO:** PAC42-2018

**1.0 PURPOSE OF REPORT**

The purpose of this report is to advise the Performance & Audit Committee of the outcome of the Care Inspectorate inspection of the Home Care City Wide Service, which was undertaken between 5 March 2018 and 21 March 2018. The report outlines the findings of the Care Inspectorate and gives a summary of the grades achieved.

**2.0 RECOMMENDATIONS**

It is recommended that the Performance & Audit Committee (PAC):

- 2.1 Notes the contents of this report, and the content of the inspection report (attached as Appendix 1).
- 2.2 Notes that the service received one recommendation for the Care at Home City Wide Service as detailed at paragraph 4.11 and the submitted action plan to address this (attached as Appendix 2).
- 2.3 Notes the grades awarded to the service, the strengths of the service, and the positive comments made by service users, relatives and staff as described in paragraph 4.13.

**3.0 FINANCIAL IMPLICATIONS**

None.

**4.0 MAIN TEXT**

**4.1 Care at Home – City Wide Service**

The service was inspected by the Care Inspectorate, starting on 5 March 2018. The Care Inspectorate inspection report is attached as Appendix 1. The service was inspected on two quality themes and retained Grades of 5 (Very Good):

Theme	Grade
Quality of care and support	5 (Very good)
Quality of Staffing	5 (Very good)

Previous inspections	Themes inspected	Grade
24/03/17	Two quality themes inspected	5 (very good)
05/01/16	Three quality themes inspected	5 (very good)
16/03/15	Three quality themes inspected	5 (very good)

- 4.2 The Care at Home City Wide Service provides Care at Home Services within nine localities across the City of Dundee (Cleington, Coldside, Forthill, Lilybank, West Ferry, Ardler/Kirkton, Blackness, Charleston, and Law). The service was re-registered with the Care Inspectorate in

December 2017 after combining both East and West Home Care services into one, city wide, service.

- 4.3 Housing with Care support is also provided within four Sheltered/Very Sheltered Housing Complexes across the city (Baluniefield, Brington Place, Powrie Place and Rockwell Gardens).
- 4.4 The service aims to provide high quality care and support to older people, and those with a disability, to enable them to remain in their own homes as independently as possible and for as long as possible, thereby supporting social inclusion and reducing the likelihood of long term care home or hospital admissions. The service also aims to support best outcomes for service users, including end of life support, whilst operating in line with individualised personal plans.
- 4.5 Nine locality teams currently exist within the service. Two further teams provide care and support to service users living within the Sheltered Housing Complexes. Each team has a number of Social Care Workers who are directly managed by a Social Care Organiser. The registered manager is responsible for the service and directly line manages each Social Care Organiser.
- 4.6 Referrals to the locality teams are routed through our Resource Matching Unit. Those requiring Housing with Care support are referred to the service from a variety of sources, including professionals within the Health and Social Care Partnership. The scheduling of duties, along with the monitoring of service quality, is achieved in conjunction with our CM2000 electronic system, which has extensive reporting facilities.
- 4.7 The range and level of care and support provided by all teams is wide and varied. Individuals are supported on a 1-1 or 2-1 ratio, in line with assessed needs and personal support plans. Support needs include personal care, meal preparation, bathing and medication prompting or administration (medication administration is supported within the Housing with Care Complexes only).
- 4.8 The annual inspection by the Care Inspectorate commenced on 5 March 2018 and was completed on 21 March 2018. The inspection was unannounced.
- 4.9 The following evidence was used to assist in the grading of the service:
- Certification of Registration
  - Policies and Procedures relating to the service
  - Aims and Objectives of the service
  - Complaints records and follow-up actions
  - Compliments records and documents/cards
  - Service user reviews, personal support plans and supporting documentation
  - Minutes of service user focus group meetings
  - Training records/plan
  - Accident and Incident records
  - Care Inspectorate questionnaires from service users and staff
  - Face to face and telephone interviews with service users, carers and relatives
  - Service user, staff, stakeholder and telephone surveys
  - Team meeting minutes
  - Discussions with Team Managers, Social Care Organisers and Social Care Workers.
- 4.10 The inspection progressed well and the outcome was extremely positive, with the service being awarded Grade 5 (Very Good) in relation to Quality of Care and Support and Quality of Staffing. There were no requirements made. One Recommendation was made: "It is recommended that periodic PVG checks are carried out for staff. This is to ensure that all necessary checks are in place to ensure the safety of people using the service. This is in order to comply with 'Safer Recruitment through Better Recruitment' guidance for employers".
- 4.11 An action plan was submitted in response to the recommendation, attached as Appendix 2. This confirmed that PVG checks are carried out on staff as part of our safer recruitment practices, prior to anyone commencing work with vulnerable people within our service

provision. In consultation with the Human Resources service it was confirmed that within the current PVG Scheme, Disclosure Scotland undertakes on-going monitoring of scheme members and notifies the employer should there be any concerns. As this function currently exists we were advised that there was no mandatory requirement for routine checking of PVG members.

4.12 The Care Inspectorate included the following statements within their report:

- “We found that the service was operating at a very good level following this inspection”.
- “We spoke to people using the service, carers and staff, and also received feedback via the Care Standards Questionnaire’s that we sent out prior to our inspection. Most people told us that they had a good experience of using the service and were very happy. Several people told us ‘the staff really care’, and ‘I don’t know what I would do without them’”.
- “We saw that people using the service and relatives were well-informed about the service and were confident about what to do if they had any concerns”.
- “There were opportunities for people to feedback about the service through the ‘service user forum’, questionnaires and during reviews”.
- “People told us that the service supported them or their relatives to stay at home, in their own communities which was important to them”.
- “The service should continue to work hard to minimise staff changes to people receiving a service where possible”.
- “Staff told us that they enjoyed their jobs, and we heard that ‘things were improving’ following recent changes in the way the service is organised”.
- “Staff told us that there was a good range of training available to them, which supported them to carry out their jobs”.
- “The service should continue to link with NHS and other peripatetic professionals, in order to provide learning opportunities for staff. This ensures that staff have the knowledge and skills to support people who are living with specific conditions”.
- “We were pleased to see that senior staff carried out direct observations of staff practice, which were carried out prior to supervision”.
- “Staff also received an annual appraisal, which focused on learning and development needs and provided further opportunities for managers to feedback to staff”.
- “Staff told us that senior staff and managers were supportive, and accessible to them”.
- “We looked at staff recruitment, and found that staff were recruited following safe recruitment practices. This meant that people could be confident that the service was ensuring that all essential checks on staff were being carried out prior to employment”.
- “It was good to see that safe recruitment of staff was being carried out prior to staff commencing employment. However, it was noted that PVG checks were not being carried out periodically following commencement of employment. (See recommendation 1)”.

4.13 The following comments from service users, relatives and staff reflect the high quality care and support provided by the service:

- “The carers I have are excellent, kind and caring”.
- “I am very happy with the care I receive, all carers are very efficient and professional, I wouldn’t know what I would do without them”.
- “The carers are lovely and I like them all”.

- “I am really happy with the services I receive, I look forward to their visits”.
- “They are good at what they do, and make me feel better”.
- “The team is excellent in looking after my relatives needs”.
- “I am pleased with the care my relative receives, and have a good relationship with the individual carers. They treat her with respect and are aware of her specific needs”.
- “My relative enjoys a good standard of care”.
- “I have just completed my SVQ 2, the training I received is second to none”.
- “The managers are easy to speak to and always willing to help”.

4.14 In conclusion, the service has managed to maintain a “very good” grade 5, which is testament to the commitment of staff and their managers in continuing to deliver high quality care and support to service users, despite the many challenges and pressures faced by them.

## **5.0 POLICY IMPLICATIONS**

This report has been screened for any policy implications in respect of Equality Impact Assessment. There are no major issues.

## **6.0 RISK ASSESSMENT**

This report has not been subject to a risk assessment as it relates to the publication of Care Inspectorate information and is for information only.

## **7.0 CONSULTATIONS**

The Chief Officer and the Clerk were consulted in the preparation of this report.

## **8.0 BACKGROUND PAPERS**

None.

Dave Berry  
Chief Finance Officer

DATE: 21 June 2018

Frank Thomson  
Team Manager  
Health and Social Care Partnership

## Care at Home City Wide Housing Support Service

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Telephone: 01382 438940

Type of inspection: Unannounced  
Inspection completed on: 21 March 2018

**Service provided by:**  
Dundee City Council

**Service provider number:**  
SP2003004034

**Care service number:**  
CS2011286187

## About the service

Care at Home City Wide provides a care at home support service across the city of Dundee. This service was first registered on 10 January 2012 when it delivered a service to the east of the city. The service was re-named in December 2017 when it combined the east and west services into one service.

The service is provided by 11 staff teams to the residents of Dundee and the surrounding area. At the time of our inspection, support was being provided to approximately 330 people. Support is provided in people's own homes and in housing with care.

The service aims are 'to provide high quality care and support to older people and those with a disability to enable them to remain in their own homes as independently as possible, and for as long as possible. Thereby supporting social inclusion and reducing the likelihood of long-term care in care homes and hospital admissions'.

The service aims to support best outcomes for service users including end of life support whilst operating in the line with individualised personal plans.

This service is provided by Dundee City Council.

## What people told us

In total we received 66 responses from service users, relatives and carers and staff. Comments included:

'The carers I have are excellent, kind and caring'.

'I am very happy with the care I receive, all carers are very efficient and professional, I wouldn't know what I would do without them'.

'Over the past few months, I have had a lot of strangers coming in to me, and my girls are being sent elsewhere'.

'I don't get a phone call if they are going to be late'.

'Very pleased with the service provided'.

'The staff are all fine, but don't get enough time with me'.

'The carers are lovely and I like them all'.

'The girls are sent to places when they are already there, then sent to a different part of the town'.

'Not enough time for carers travel, mostly due to traffic hold ups'.

'Lately I have a lot of different carers, and I find it hard to talk, this can be very frustrating, as I cannot tell them my needs. When it is regular carers, I find myself much more relaxed'.

'Happy with service, and happy with the staff'.

'Overall, I am happy'.

'They are good at what they do, and make me feel better'.

'We are very pleased with everything'.

'The girls who come in are like friends'.

## Carers

'The team is excellent in looking after my relatives needs'.

'I am pleased with the care my relative receives, and have a good relationship with the individual carers. They treat her with respect and are aware of her specific needs'.

'I am really happy with the services I receive, I look forward to their visits'.

'They are extremely professional and polite'.

'We enjoy the carers coming in, we couldn't do without it'.

'My relative appreciates the help he receives but wishes that the carers had more time, and were not always in a hurry'.

'Carer times can get changed, which don't suit me'.

'My relative enjoys a good standard of care'.

## Staff

'We are losing the care side of the job as we are given too many duties that we are constantly rushed and under pressure'.

'We don't have enough time to carry out paperwork'.

'We have to constantly check our phones as we get changes of duties which can change'.

'We have lots more paperwork, and we are never shown the proper way to do this, we are just expected to pick up on this'.

'I have just completed my SVQ 2, the training I received is second to none'.

'The managers are easy to speak to and always willing to help'.

'We spend more time travelling, than we do with the service users'.

'We could do with more training on specific health conditions'.

## Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection. We looked at their own improvement plan and quality assurance paperwork. These demonstrated their priorities for development and how they were monitoring of the quality of the provision within the service

## From this inspection we graded this service as:

<b>Quality of care and support</b>	5 - Very Good
<b>Quality of staffing</b>	5 - Very Good
<b>Quality of management and leadership</b>	5 - Very Good

## What the service does well

During this inspection, we considered evidence in relation to Quality of Care and Support and Quality of Staffing. We found that the service was operating at a very good level following this inspection.

We spoke to people using the service, carers and staff, and also received feedback via the Care Standards Questionnaire's that we sent out prior to our inspection. Most people told us that they had a good experience of using the service and were very happy. Several people told us 'the staff really care', and 'I don't know what I would do without them'.

We saw that people using the service and relatives were well-informed about the service and were confident about what to do if they had any concerns. This was evidenced by information that was available within support plans and from feedback from people using the service. There were opportunities for people to feedback about the service through the 'service user forum', questionnaires and during reviews. We were pleased to see that review documents were signed by the person receiving the support, or their legal representative. This meant that people had regular opportunities to express their views and were involved in the support they were receiving.

People told us that the service supported them or their relatives to stay at home, in their own communities which was important to them.

Staff told us that they enjoyed their jobs, and we heard that 'things were improving' following recent changes in the way the service is organised. Staff told us that there was a good range of training available to them, which supported them to carry out their jobs. We found that this was also evidenced within the staff training logs and the service training matrix, which detailed mandatory and voluntary training that staff had completed. We were pleased to see that the service was also developing a new system of monitoring staff training, to ensure that training updates were identified and provided within the required periods.

We were pleased to see that senior staff carried out direct observations of staff practice, which were carried out prior to supervision. This meant that any practice issues were addressed promptly and helped staff to reflect on their practice. Staff also received an annual appraisal, which focused on learning and development needs and provided further opportunities for managers to feedback to staff. Staff told us that senior staff and managers were supportive, and accessible to them.

We looked at staff recruitment, and found that staff were recruited following safe recruitment practices. This



meant that people could be confident that the service was ensuring that all essential checks on staff were being carried out prior to employment.

## What the service could do better

Although most of the people that we spoke to, were very happy with the service; some people told us that they would prefer not to have so many different staff providing support to them. In addition we heard from staff, who told us that although things are improving; there were still some issues around the scheduling of staff visits to people.

We were pleased to see that the service was in the process of co-locating staff responsible for scheduling, with Homecare Team Leaders. This was in order to improve communication and understanding of individual support needs. The service should continue to work hard to minimise staff changes to people receiving a service where possible.

We found that there was a good level of mandatory and voluntary training for staff. However, staff told us that they would benefit from additional training in relation to specific conditions. It was good to see that this had already been highlighted to senior staff and managers, and some training had been sourced. The service should continue to link with NHS and other peripatetic professionals, in order to provide learning opportunities for staff. This ensures that staff have the knowledge and skills to support people who are living with specific conditions.

We found that most mandatory training updates were being carried out at required intervals. However, we noted that some staff had not had any recent adult protection training updates. We discussed this with senior managers, who were confident that training would be provided as soon as could be arranged. This was in order to ensure that staff were clear about their roles and responsibilities relating to adult protection concerns.

It was good to see that safe recruitment of staff was being carried out prior to staff commencing employment. However, it was noted that PVG checks were not being carried out periodically following commencement of employment. **(See recommendation 1.)**

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 1

1. It is recommended that periodic PVG checks are carried out for staff. This is to ensure that all necessary checks are in place to ensure the safety of people using the service.

**This is in order to comply with 'Safer Recruitment Through Better Recruitment' guidance for employers.**

## 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).

## Inspection and grading history

Date	Type	Gradings
24 Mar 2017	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
5 Jan 2016	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
16 Mar 2015	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
18 Mar 2014	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
11 Feb 2013	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good

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Quality Theme	Staffing
Quality Statement/Theme No	1
Recommendation Number	1

It is recommended that periodic PVG checks are carried out for staff. This is to ensure that all necessary checks are in place to ensure the safety of people using the service.

**This is in order to comply with 'Safer Recruitment Through Better Recruitment' guidance for employers.**

**Action Planned: \***

PVG checks are carried out on staff as part of our safer recruitment practices, prior to anyone commencing work with vulnerable people within our service provision (Care at Home and Housing with Care services).

There is no legal requirement to periodically check staff who are members of the PVG scheme due to Disclosure Scotland's on-going monitoring of scheme members and therefore the council does not have a policy to do so.

**Timescale: \***

Immediate and ongoing for existing safer recruitment practices

**Responsible Person: \***

Frank Thomson

