

Care service inspection report

Full inspection

Lynedoch Care Ltd - Care at Home Support Service

22 Morningside Drive
Edinburgh



HAPPY TO TRANSLATE

Service provided by: Lynedoch Care Ltd

Service provider number: SP2004007053

Care service number: CS2004084232

Inspection Visit Type: Unannounced

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and set out improvements that must be made. We also investigate complaints about care services and take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

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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

During this inspection we found staff and management committed to providing a high level of care and support to the clients. We saw staff respecting clients' privacy and dignity and offering choices and flexibility to service users.

Clients were positive about the care and support they received and were complimentary about the staff and management.

Safer recruitment practices are followed and staff said they were supported in their work by management arrangements and training.

What the service could do better

The service could further develop their quality assurance methods by inviting feedback from a wider range of stakeholders.

What the service has done since the last inspection

Since the last inspection the provider has improved feedback to clients by issuing a regular newsletter. The manager is registered with the Scottish Social Services Council (SSSC) and is ensuring that all staff with a supervisory remit are in the process of being registered with the SSSC.

Conclusion

The provider and management team are working well to maintain and improve upon the very good standard of care and support being provided. The provider is committed to continuous improvement and seeking the views of service users in the design and future development of the service.

1 About the service we inspected

Lynedoch Care at Home is a service registered for providing care and support to people living in their own homes. At the time of inspection the service provided care and support to approximately 90 service users in the Edinburgh area and 12 service users in the Peebles area.

The service consists of a registered manager, three senior carers, two in the Edinburgh area and one in the Peebles area, care workers and a befriender.

The service states its' aims and objectives as;

"Lynedoch exists to improve the quality of life of its' clients"

"Independence, dignity, privacy and choice are core values in everything we do"

Recommendations

A recommendation is a statement that sets out actions that a care service provider should take to improve or develop the quality of the service, but where failure to do so would not directly result in enforcement.

Recommendations are based on the National Care Standards, SSSC codes of practice and recognised good practice. These must also be outcomes-based and if the provider meets the recommendation this would improve outcomes for people receiving the service.

Requirements

A requirement is a statement which sets out what a care service must do to improve outcomes for people who use services and must be linked to a breach in the Public Services Reform (Scotland) Act 2010 (the "Act"), its regulations, or orders made under the Act, or a condition of registration. Requirements are enforceable in law.

We make requirements where (a) there is evidence of poor outcomes for people using the service or (b) there is the potential for poor outcomes which would affect people's health, safety or welfare.

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

One inspector made an unannounced visit to the office base of the service on Friday 8 January 2016. We made a further office visit on the 11 January 2016 and on the 12 January 2016 we visited people who use the service. We gave feedback to the provider and manager on the 19 January 2016.

We sent out forty care standard questionnaires to people who use the service and received twenty seven responses. During the inspection we spoke with the provider, manager and staff.

We checked that the certificate of registration was on display in the office base and was up-to-date.

As part of the inspection we sampled the following:

- Certificate of registration
- Insurance schedule
- Information brochure
- Participation policy and strategy
- Client care and support plans, including reviews
- Staff files, including training and supervision records
- Accident and incident records
- Complaint records
- Quality assurance systems
- Satisfaction surveys
- Medication records
- Minutes of meetings, including staff and management

We also spoke with;

- Four clients in person
- Three clients by telephone
- The provider
- The manager
- The care co-ordinator
- Three staff members

We took all of the above into consideration to make our assessment of the service.

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.firescotland.gov.uk

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 with the way the provider completed this and with the relevant information included for each heading that we graded services under.

The provider identified what it thought the service did well, some areas for development and any changes it had planned. We were able to use this information to help us evaluate the service.

Taking the views of people using the care service into account

During the inspection we spoke with seven clients. They told us they were very happy with the service that was being provided

We received twenty seven completed Care Standard Questionnaires (CSQ). All comments were very positive and overall they agreed/strongly agreed that they were happy with the care and support provided by Lynedoch Care at Home.

Comments included;

"I can honestly say the carers greatly assist in ensuring my relative is happy and has a good time and quality of life"

"Lynedoch provide a 24 hour telephone service which is very reassuring"

"I would have no hesitation in recommending them"

Further comments from clients have been included in the body of the report.

Taking carers' views into account

We were unable to speak with any carers during this inspection

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

In order to assess this statement we took into consideration the ways in which the service involves and seeks the views of clients and their carers. We found that the service is performing at an excellent standard for this quality statement.

We were told by all clients we spoke with that they had been fully involved in developing their care plan and their day to day support planning. This meant the clients were able to have a say in how they wished their care to be provided, how they would like their support provided on a daily basis and the opportunity to make changes to meet their individual needs.

To ensure that each client is treated, supported and respected individually, the service asks the clients to complete a personal preference sheet. We saw client preference sheets in each of the care plans we sampled and discussed these with the clients we visited. We were told by the clients that staff take account of the 'little things' that matter to them and, that it makes a difference to how the care and support is being provided.

We saw client and carer surveys had been carried out and feedback provided to clients through newsletters and, where required, individually. New clients to the service receive a feedback/suggestion card which is mailed to them to complete prior to their first review.

Overall we found that the service offered a range of ways for clients to be involved in participating in assessing and improving the quality of care and support provided. We also saw that the service valued the views of the clients with regard to the development of new services and were in the process of consulting with the clients.

The service had a single telephone contact number for clients to use during and outwith office hours. When we asked clients, they said their calls were always answered promptly by the office base and felt reassured that they could contact the office and any time and speak to someone.

Comments from the Care Standard Questionnaires included;

"I can make changes to visits easily and staff are always willing to support the family"

"My (relative) and I are very pleased with the service from Lynedoch"

"My (relative) has a wonderful relationship with carers from Lynedoch. Nothing is too much bother"

Areas for improvement

The service should consider how it can further develop the excellent ways in which it enables meaningful participation from clients receiving a service from Lynedoch.

Grade

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

At this inspection, we found that the performance of the service was excellent for this statement. We did not look at all aspects of health and wellbeing during this inspection. In order to assess this statement we looked at care files in clients' homes, risk assessments and the medication policy and procedure. We visited clients in their homes and listened to what clients said about their care. We also spoke with staff.

We accompanied staff carrying out their visits. During all our visits the support we saw was carried out in a caring and understanding way. Staff were knowledgeable about clients' needs and checked for any changes in the care plan at every visit. Staff were compassionate and treated clients with respect, discussing with them what they would like to happen during the visit and, if there was anything additional they would like assistance with.

The service demonstrated a person centred approach to the provision of care and support. We saw from care plans there was good detail within the plan and that there had been client and carer involvement.

We could see from the care plan when reviews had taken place and when they were next due. The service held an overview of the narrative from the review and actions to be carried out. Information from the review record was updated into the care plan. We could see that, where possible, there had been relative/ care involvement. Updated care plans were signed by the client or relative.

In addition to the updates in the care plans, staff received electronic updates which highlighted any immediate changes in the clients support, any details which would assist with the support and any health changes/requirements. The electronic update also had a system for alerting staff to any variances in changes to the regular schedule or support. This meant that staff were always aware of any changes and could meet the clients immediate care and support needs.

Clients receive an information pack which includes details of the service, a care charter, complaints procedure, closure of service procedure, and terms and conditions of service provision.

The service have recently installed a telephone monitoring system which, amongst other facilities, can alert the manager or office staff to any missed or late visits within ten minutes of the scheduled arrival time. This enables the manager to ensure that any missed or late visits are dealt with promptly. Although this facility is in place, we did not hear any concerns from clients about late or missed visits.

From care records, we saw that staff who had concerns with the wellbeing of clients sought advice from the office and made referrals to health care professionals. Senior staff carried out 'spot checks' to ensure care staff were carrying out the care and support as required, and any changes in health and well being were being addressed.

Carers could help clients with their medicines if this was an assessed need. The provider ensured that all staff received training in medication administration and checked their competency before they were allowed to do so. We looked at Medication Administration Records and found them to be recorded appropriately and in accordance with the level of support required by the client. We concluded that the provider had recognised the importance of safe administration of medication and were reviewing their procedures to ensure safe practice continues.

We heard from clients during our visits and, from the Care Standard Questionnaires, that the service they receive from Lynedoch is highly valued.

"At times when behaviour becomes challenging, the staff always sort things out by dealing with my (relative) in a caring, sensitive way"

"Very caring staff, respond well and respect me"

"One of the carers goes above and beyond the line of duty"

"It has made a great difference to my health and wellbeing having Lynedoch"

"We are more than satisfied with the service. I am very happy with the care my (relative) receives"

Overall we saw, and heard, that outcomes for clients and family members was excellent and, that staff received very high praise for the way in which care and support is provided, enabling clients to remain as independent as possible in their own homes.

Areas for improvement

The provider should continue to monitor and maintain the excellent quality of care we saw during this inspection.

Grade

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 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

In order to assess this statement we took into consideration the ways in which the service recruits and inducts staff. We found that the service is performing at a very good standard for this quality statement.

Safer recruitment describes practices that care services should follow when recruiting staff. These are designed to make sure that care services recruit people who have the right skills, qualifications and experience to do the job they are being recruited for.

In order to check this process we looked at the staff recruitment procedure and spoke with the provider/manager and other staff involved in recruitment. We also looked at six staff files, including the most recently appointed members of staff, and spoke with staff about their experience of the recruitment process.

From the information we sampled we saw that the service followed safer recruitment practices and this was evidenced in the following documents we sampled:

- asking candidates to complete an application form
- interviewing candidates
- verifying identity
- taking up and checking references, (including the most recent employer)
- carrying out protection of vulnerable adult (PVG) checks
- checking qualifications

- sending an offer of employment letter
- issuing a contract of employment

We saw that once staff were appointed and in post, they went through an induction period which included training to enable staff to work safely and meet the needs of clients. Staff also had the opportunity to shadow permanent staff prior to working with clients.

Staff have the opportunity to attend specialist training such as palliative care and dementia awareness to meet the individual needs of clients they support. Staff told us that they can request additional training if they feel there is a specific need and also to enhance their own personal development.

The Scottish Social Services Council (SSSC) registers and regulates care staff. The register will open for workers in care at home services in 2017. The manager is looking at how they can support staff to achieve a suitable qualification such as a Scottish Vocational Qualification (SVQ) to enable them to register with the Scottish Social Services Council (SSSC).

The registered care manager is registered with the SSSC and senior staff are either registered or in the process of registering with the SSSC.

Areas for improvement

The service retained a checklist identifying the checks being carried out during recruitment and appointment of staff. Although the service was carrying out the relevant checks, there was inconsistency in the completion of the checklist with missing dates and signatures. The service should ensure that, if they are using this procedure, it should be more robust in its completion with dates and signatures.

Grade

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

In order to assess this statement we sampled training records, supervision records, staff files and spoke with staff and clients. We found that the service is performing at a very good standard for this quality statement.

Staff we spoke with told us that they enjoyed working for Lynedoch Care at Home and felt it was a good company to work for. We heard that staff felt supported by management and there was always someone available to discuss any concerns or issues.

We looked at training records and saw that staff were receiving training in line with the needs of the clients, safe practices and specialist areas of training. Comprehensive training records were held which highlighted when training was due, training completed and refresher training due.

Staff received medication administration training and senior staff carried out observed spot checks while care staff carry out care and support. This enables senior staff to ensure that safe practices are being carried out and can inform supervision sessions with staff.

We were told by management that an e-learning programme will be introduced to enhance the training already being provided.

We received the following comments from clients we spoke with and from the Care Standard Questionnaires:

'I am very happy with the carers who come in, they are competent and reliable'

'One of the carers goes above and beyond the line of duty'

'We are more than satisfied with the carers, always cheery'

'My relative has a wonderful relationship with the carers from Lynedoch'

'The carers are excellent'

Areas for improvement

Although staff were receiving supervision we saw that it was not on a regular basis. We discussed this with the manager and provider and was told that due to staff leaving, the regularity of the supervision schedule had lapsed. This was being addressed with new members of staff being appointed and trained to provide supervision. We will monitor this at the next inspection

Grade

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

From the information we sampled we found that the service was operating at a very good level for this statement.

The service had developed a number of ways to seek clients and carers' views. These could be used to comment on the quality of management and leadership. These methods are described under Quality Theme 1, Statement 1

Specifically clients were asked to give their views about management of the service in the annual questionnaires and clients and relatives were able to telephone the office premises to speak with staff or the provider. We saw that records of calls were made and action was taken based on suggestions made.

We saw that the provider is proactive at seeking the views of the service users on various aspects of management and will be seeking their views on the development of new services in the future.

Areas for improvement

The area for development noted in Quality Theme 1, Statement 1 is also relevant to this statement.

Grade

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

A range of evidence was sampled and the performance of the service was found to be very good in relation to this statement.

We saw that there were clear and robust policies and procedures in place and evidence that staff were aware of the policies of the company. This ensured that staff were vigilant in protecting the service users safety, welfare and wellbeing.

'Spot checks' were being carried out regularly on staff and evidenced within the staff files. This enabled senior staff to discuss the findings with staff at supervision and address any immediate concerns.

Accident and incident records sampled showed that the service kept good records and acted upon any actions from the information within the accident and incident files. We saw that this also applied to the complaints record.

Staff have the opportunity to complete quality assurance feedback forms. From the completed forms sampled, we saw that staff were able to comment freely and suggestions acted upon where appropriate or required.

Overall the systems and processes in place ensured that the service had a very good standard of service delivery. We saw that the service continued to look at ways in which clients and families could be involved in future developments of the company and service delivery.

Areas for improvement

Further quality assurance feedback could be sought from stakeholders to enhance the current quality assurance methods.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

4 What the service has done to meet any requirements we made at our last inspection

Previous requirements

There are no outstanding requirements.

5 What the service has done to meet any recommendations we made at our last inspection

Previous recommendations

1. All documentation in care files should be signed and dated to ensure they accurately reflect the current needs of clients.

This recommendation was made on 22 May 2014

Care plan sampled all have the signatures and dates of the person making the recording or updating the care plan.

6 Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

7 Enforcements

We have taken no enforcement action against this care service since the last inspection.

8 Additional Information

9 Inspection and grading history

Date	Type	Gradings	
22 May 2014	Announced (Short Notice)	Care and support	5 - Very Good
		Environment	Not Assessed
		Staffing	5 - Very Good
		Management and Leadership	5 - Very Good
21 Aug 2012	Announced (Short Notice)	Care and support	5 - Very Good
		Environment	Not Assessed
		Staffing	5 - Very Good
		Management and Leadership	5 - Very Good
26 May 2010	Announced	Care and support	5 - Very Good
		Environment	Not Assessed
		Staffing	5 - Very Good
		Management and Leadership	5 - Very Good

27 Nov 2009	Announced	Care and support Environment Staffing Management and Leadership	5 - Very Good Not Assessed 5 - Very Good 5 - Very Good
4 Feb 2009	Announced	Care and support Environment Staffing Management and Leadership	5 - Very Good Not Assessed 4 - Good 3 - Adequate

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