

## Home Help Me Care Support Service

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Telephone: 0131 285 8320

**Type of inspection:**

Unannounced

**Completed on:**

7 November 2019

**Service provided by:**

Home Help Me Care Limited

**Service provider number:**

SP2017012857

**Service no:**

CS2017353816

## About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services can be found on our website at [www.careinspectorate.com](http://www.careinspectorate.com)

The service registered with the Care Inspectorate on 21 August 2017.

Home Help Me Care is registered to provide a care at home service to older people and adults in their own homes and in the wider community.

The service is a private limited company with two owners/directors, one of whom is the registered manager and one the operations manager. Staffing consists of a small team of carers/companions. The service operates mainly in north-west Edinburgh from an office base in Cramond.

At the time of inspection the service was supporting 36 people.

The provider states its aims and objectives include:

- For service users to enjoy being in the comfort of their own home and maintaining a sense of identity and independence.
- Providing service users with the tools to continue their daily lives with the privacy and dignity afforded to all and to not feel isolated.
- Ensuring service users needs and values are respected.
- Ensuring staff are qualified, experienced and matched to service users as best as possible.
- Fostering open and honest culture where compliments and complaints can be highlighted by anyone.

## What people told us

We received a total of seven questionnaires as part of our inspection of the service. These were completed by people who use the service and/or their relatives. Overall, 100% of respondents were happy with the quality of the service provided.

During the inspection we met or spoke with six service users and four relatives. People shared positive comments about their staff and the service. Where people were not able to give their views, we noted that they were comfortable with staff supporting them and reassured by their encouragement and help.

Comments from service users and relatives included:

"Very nice person, she is very encouraging."

"I need more care now and I am very happy with it."

"They're very good."

"We can't fault them. We know the managers and feel they listen. The operations manager is very hard working."

"They've been superb, my trust has come back. They're all lovely, including the managers. They care. It's always someone I know and any new carers are introduced to me by the manager. They match the staff to suit clients. I can call the office and I get put on to someone, there's no problem."

They say yes to any requests, I like their attitude. I don't mind visit time varying a bit, they must suit everybody, but they are usually spot on. I would recommend them."

"They get the right kind of staff who are thorough, sensitive and interested in my relative. They respect her and are thoughtful. I have been impressed with the ones we've met. We've had a review with both managers and there's frequent contact. We've asked them to do things differently and it was taken on board. They listen to what the family wants. We discuss risks. They are flexible in terms of a person needing more care. They go above and beyond. Also, their costs are nice and clear."

"The staff who provide the care are all excellent. They will leave notes for me on a regular basis letting me know if any items need to be bought for my relative or if they have any concerns. Daily notes in her file are always available to read and I can spot any trends or concerns. The ladies provide great care and should be commended, on the admin side, I sometimes have to follow up emails sent, checking if they have been received when I don't get a reply. A weekly rota would be great, rather than asking for one."

"Home Help Me go above and beyond to make life as easy as possible for my relative and myself. Without their input life would have been much for difficult."

"We are very happy with the care my relative receives."

"The service was suggested to us and we have found them to be excellent. We've always had a very personal service. They've gone out of the way to introduce carers (to my relative). They are responsive, good with communication, even at weekends. They have never missed a visit. There have been no issues about missing medication. They seem to manage staff sickness well. My relative likes older carers as they are more interesting. The standards are very good. We are invited to reviews. We would hope the service doesn't get bigger and bigger and lose the personal touch."

We contacted several professionals for their views of the service. Comments included:

"I found the manager extremely helpful and open to suggestions. She also took initiative to contact me for advice and was a good liaison between myself and the family. I believe it was because of her that the lady was able to stay at home rather than go into a care home."

"I have found both directors to be very focused on client care, wanting to go the extra mile to ensure a great service. They are proud of their point of difference which is that they focus the care individually, spending time with their clients to get to know their preferences. They also have a desire to be a good employer and retain their staff. I believe they are a good team because they offer very different skills to their business and are keen to improve continuously."

"The staff from Home Help Me Care have been very skilled, knowledgeable and helpful and we find them a very valuable contact within our community."

## Self assessment

There was no requirement for the service to provide a self-assessment for the inspection year 2019/20. Issues relating to quality assurance, feedback from people using the service and their relatives along with the quality of the service's improvement plan are considered throughout the inspection.

From 1 April 2018, the new Health and Social Care Standards replaced the National Care Standards. These seek to promote and improve outcomes for people who experience care. Services should now be providing support in accordance with these standards. These are:

- 1: I experience high quality care and support that is right for me.
- 2: I am fully involved in all decisions about my care and support.
- 3: I have confidence in the people who support and care for me.
- 4: I have confidence in the organisation providing my care and support.
- 5: I experience a high-quality environment if the organisation provides the premises.

The full standards can be viewed at:

<https://scotgov.publishingthefuture.info/publication/health-and-social-care-standards-my-support-my-life>

## From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of staffing	not assessed
Quality of management and leadership	5 - Very Good

## What the service does well

The service evidenced major strengths that result in very positive experiences and outcomes for people who use the service.

People expressed high levels of satisfaction and had trust in the staff and the organisation providing their care and support. People found the service to be individual, reliable and stable. People knew the staff providing their support and what they were expected to do. Support was well coordinated and consistent.

Meeting each service user's wishes was paramount. It was clear that people received a person centred, responsive service. Clients and their families were fully included in the assessment and decisions about their support. People confirmed that they felt in control. Support plans included enough detail to enable staff to support people in the way they wanted.

Excellent use of an electronic care planning system meant that managers had close oversight of appointments, ensuring these were completed fully, and as planned. No visits had been missed. Visits were of a minimum of one hour's duration, which ensured that people were enabled to do what they could for themselves, and their independence was promoted, in line with the Health and Social Care Standards.

"Having an hour in the morning means one person can get ready to attend her day service. It wouldn't be possible in less time." (Staff comment)

The service matched staff and clients which promoted good relationships. Staff were able to describe people's goals and gave examples of the steps they took to build trust with people to achieve the positive outcomes that were important to them, such as:

- making and expressing choices
- developing trusting relationship with care staff and feeling safer

- getting out and about, keeping active and connected to the wider community
- chatting, reminiscing and discussing the news
- allowing family members a break
- involving family in care planning decisions
- writing Christmas cards
- easily accessing increased (or decreased) support as needed and wished
- maintaining the maximum possible independence with personal finances.

Staff spoke about looking out for new things that people could enjoy, and places to visit, to fulfil their potential.

When delivering care, we saw that staff were calm, considerate and encouraging. People experienced warmth and compassion. They were spoken to, and about, in a respectful and caring manner.

Staff had a good grasp of the issues facing people living with dementia and other health conditions. They listened and reassured people and provided information in a way people could understand.

"The managers bring sensitivity, reality and knowledge to the conversation with grace and ease to make sure families are completely understanding the situation and able to make knowledgeable decisions." (Staff comment)

There was a clear understanding of the people's rights and the responsibility of staff to protect people from harm by raising any concerns and informing managers and colleagues of any changes or concerns.

Staff were motivated and felt supported in their role. Staff comments included:

"They give us very regular training and there is always someone on the end of the phone to help with any urgent questions."

"I have always felt supported by my managers, especially when a problem has occurred. One of my clients became unwell, when calling my manager for advice she was with me immediately. This resulted in my client feeling valued and important to us."

"We try to have meetings every month and also coffee mornings so we can meet up with other staff members. Any training I've felt I needed, I have got."

"We were treated to lunch/afternoon tea as a thank you to staff for all their hard work. A lot of companies don't do this, and it was very much appreciated by staff. It makes the staff feel valued in their job. It's things like this and team building days that keeps a happy workforce."

"I have the deepest respect for the directors who drive this company in every aspect. It is clear that the staff are very important to them and they bring their personal style into leading the staff. They encourage staff to utilise their different skills, giving them opportunities. The directors have a high level of dedication and enthusiasm."

The service adhered to safe recruitment practices. All relevant staff were registered (or in the process of registering) with the Scottish Social Services Council (SSSC), the regulatory body for the workforce. Good progress was being made in supporting staff to achieve the necessary qualification. Additional training needs were being looked at, for instance: catheter care, Parkinson's.

There were formal and informal opportunities for staff to meet together and discuss and reflect on their work, good practice and the Health and Social Care Standards.

Manager's were hands on, knew service users and their families well. Both managers also delivered direct care. This enabled them to pick up on and deal with any issues promptly and to have oversight of staff practice. In 2019 the leadership roles had been embedded. A finance manager had joined the management team, complimenting the existing management skill set, for example, managing service user ISF budgets with clear transparency.

The service had surveyed clients, asking for general feedback about the service, their contact with staff and communication with the office. They had also asked how well the service met the principles of the Health and Social Care Standards. Satisfaction levels were high, and matched the comments we received. The findings were analysed and an action plan was devised. Managers planned to share the survey findings with all parties in a Christmas newsletter. A number of clients had input into decisions about staff uniforms.

There was very good evidence that manager's were achieving planned improvements and developments. The service was not taking on too many clients, focussing on maintaining high quality person centred care. The managers were responsive to feedback and used learning to improve. They took their own professional development needs on board and actively sought ways to enhance their performance.

## What the service could do better

Whilst reviews of care were taking place regularly, we would expect to see a record of these discussions and the agreed actions in each person's folder. Health and Social Care Standards 2.11 - My views will always be sought and 2.12 - The views of those who know my wishes are taken into account.

Care work can be complex and demanding. Whilst staff felt well supported on a day-to-day basis they said they would welcome more regular individual supervision (performance review). We shared some competency assessment examples which may be useful additions for spot checks and can inform staff appraisal (PDP).

Health and Social Care Standards 4.11 - I experience high quality care and support based on relevant evidence, guidance and best practice.

The service should continue to explore ways for service users and relatives to have a say in how the service could be improved for everyone, for example: through influencing staff selection, appraisal and policy development.

Health and Social Care Standards 4.6. - I can be meaningfully involved in how the organisations that support and care for me work and develop.

We look forward to reviewing the progress in these areas and the impact they have had on people's lives.

## 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](http://www.careinspectorate.com).

## What the service has done to meet any requirements we made at or since the last inspection

### Previous requirements

There are no outstanding requirements.

## What the service has done to meet any recommendations we made at or since the last inspection

### Previous recommendations

There are no outstanding recommendations.

## Inspection and grading history

Date	Type	Gradings	
4 Oct 2018	Announced (short notice)	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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