

Real Care Agency Housing Support Service

12 Hunter Street
The Village
East Kilbride
Glasgow
G74 4LZ

Telephone: 01355 590033

Type of inspection: Unannounced
Inspection completed on: 24 April 2017

Service provided by:
Real Care Agency Ltd

Service provider number:
SP2004005813

Care service number:
CS2004080095

About the service

Real Care agency is a service, which provides care at home, and housing support services to people who live in their own homes. The service supports people who have a wide range of support needs.

The service aims "to provide high quality care to help support people who live at home for as long as possible and is their wish to do so".

The service is based in premises in the 'Village' area of East Kilbride.

What people told us

People made the following comments in the twenty-four Care Inspectorate Questionnaires returned before the inspection:-

"More than happy with the care provided".

"I am very happy with the care".

"I am happy with my overall care but occasionally if my slot is changed the office do not inform me".

"Very happy indeed, couldn't ask for better".

"The only issue I have they don't contact me about time change".

"Time allocated do not allow enough time for a shower".

An Inspection Volunteer interviewed seven people who use the service by phone.

"Staff totally treat my relative with dignity and respect. They are great with our relative. The staff are great now that we know them and trust them. Five different couples come in but always the same ones. We get on great".

"The half hour evening visit is too short. Getting better as we work round it. Dementia varies and can't be hurried. They try to advise us a week ahead but they email me if a stranger is coming as my relative doesn't react well to new faces. Most of them are very good at working out what my relative wants. Yes they do treat my relative with dignity and respect 99% of them. Occasionally we get an odd one who rushes too much. An odd time they don't turn up and mum phones me in a panic but when I phone the office they take it very seriously".

"Majority of the time it's the same people but occasionally strangers turn up".

"After two carers in particular, I have to clear up after them and once my washing machine hoses were damaged and I didn't find out until the next day when I went to use it. Sometimes they ask my family to come down and help with the care as they can't control them. It's supposed to be respite for my family too. My family say that their relatives are allowed to run around the house screaming and pulling things over. With the other two carers, I go out and know my relatives and home will be safe. I don't like to complain".

"They are very very good with my relative but it's hard for them".

"They do treat my relative with dignity, they show a lot of respect".

"I can absolutely trust them to look after my relative. They treat my relative really well and it is hard work for them. So patient. They have become friends".

"Usually the same carers. They always warn us and we have a name. They absolutely! treat us with dignity and respect".

"I get a rota every week but if someone is ill they won't let me know and I now leave careful instructions as people have arrived and not known what to do. My relative is physically and mentally disabled and will cry and panic. It is strenuous for the staff too. They do try to get someone who knows my relative. Only happened once or twice. They definitely do treat us with dignity and respect and they are always going on courses to care better. They do listen and try to help us".

Self assessment

The Care Inspectorate received a fully completed self-assessment document from the provider. We were satisfied with the way the service provider had completed this and with the relevant information they had given us, for each of the headings that we grade them under. The provider identified what they thought they did well, some areas for development and any changes it had planned. The service provider told us how the people who used the care service had taken part in the self-assessment process.

From this inspection we graded this service as:

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

What the service does well

We found that care plans were person centred outcome focussed detailed and informative.

We thought that one 'outcome focussed' care plan was excellent.

We found very good evidence of positive outcomes for people e.g. going to the pub.

All care plans had been reviewed within the legal requirement of every six months.

We received twenty-four Care Inspectorate Questionnaires and all agreed or strongly agreed that they were happy with the quality of care they received.

The service has recently invested in an eLearning software training package with various courses which all staff will have access to and be able to set up their own portfolio.

We look forward to evaluating how this improves outcomes for service users at future inspections.

Plans were in place for more than 50% of staff to have obtained an SVQ 2 Equivalent or above by the end of 2017.

The service has made a limited start on rolling out 'Promoting Excellence' dementia training, however, the service has clear plans to roll this out going forward.

We received ten Care Inspectorate Questionnaires from staff and they all spoke very highly of the training they received and the support they received from management.

What the service could do better

We suggested that the care plans could be improved if there was information on whether the person was able to make decisions for themselves and include a 'pen picture' of what the person was like.

The way in which the service evidences how outcomes for service users has been improved following training e.g. 'promoting excellence', could be improved by giving some examples.

The service should continue to develop and evidence 'reflective practice' in supervision and appraisal going forward. This was discussed with the manager during the inspection.

We signposted the service to a range of publications for information and guidance.

We suggested that the service may wish to use the 'reflective accounts' given by staff as part of there SVQ training as a start to inform and improve supervision and appraisal.

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.

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

Previous requirements

Requirement 1

The provider must ensure that where decisions are being made on service users behalf that the person making that decision has legal authority to do so and this is appropriately recorded.

This is in order to comply with SSI 2011/210 Regulation 4(1)(a) - a requirement for a provider to make proper provision for the health and welfare of service users;

Timescale for Implementation: The provider must do this within 6 months of the publication of this report.

National Care Standards care at home Standard 9: Private life and Standard 11: Expressing your views, has been taken into account when making this requirement.

This requirement was made on 16 May 2015.

Action taken on previous requirement

We found that the majority of Power Of Attorney Certificates were now in place, with a small number still to be seen. We emphasised to the manager the importance of ensuring these are received. We were assured that this would be done as quickly as possible. We were satisfied that appropriate action has been taken to address this requirement.

Met - outwith timescales

Requirement 2

The provider must ensure that where decisions are being made on service users behalf, that the person making that decision has legal authority to do so and this is appropriately recorded.

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Met - outwith timescales

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
18 Apr 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
15 Apr 2015	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 5 - Very good Management and leadership 4 - Good
23 Jun 2014	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 5 - Very good Management and leadership 4 - Good
24 Aug 2012	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
21 Jul 2011	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 3 - Adequate
5 Nov 2010	Announced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good

Date	Type	Gradings	
		Management and leadership	3 - Adequate
15 Sep 2009	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 3 - Adequate 4 - Good
28 Nov 2008	Announced	Care and support Environment Staffing Management and leadership	3 - Adequate Not assessed 3 - Adequate 3 - Adequate

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