

1st Focus Homecare Support Service

Unit 26
Castlebrae Business Centre
Peffer Place
Edinburgh
EH16 4BB

Telephone: 01315 107 878

Type of inspection:
Announced (short notice)

Completed on:
28 September 2022

Service provided by:
1st Focus Homecare

Service provider number:
SP2017012856

Service no:
CS2017353802

About the service

The service provides care at home to adults in South Edinburgh with its office based in Castlebrae. The service was registered with the Care Inspectorate on 22 June 2017. The service is managed by 1st Focus Homecare Ltd. At the time of the inspection the service offered 1300 hours of care to 117 people.

About the inspection

This inspection took place on 23 and 26 September 2022 after 24 hours' notice to the service. The inspection was conducted by two inspectors from the Care Inspectorate. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

We evaluated how well people's health and wellbeing was supported, the infection protection and control practices in place as well as quality of management and people's personal plans.

To inform our evaluation we:

- spoke with 19 people using the service and six relatives as well as two professionals involved with the service
- spoke with 14 care staff, five office staff and the manager
- observed how well care staff supported people
- visited the office to see how it was run
- reviewed documents and electronic records

Key messages

- Almost everyone we spoke to was satisfied with the quality of the care and support received in their homes.
- Staff interacted warmly and respectfully with people.
- Staff followed infection, protection and control guidance well.
- Staff were well trained and supported.
- Managers were competent and approachable.
- People's personal plans were thorough and up to date.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	5 - Very Good
How good is our leadership?	5 - Very Good
How well is our care and support planned?	5 - Very Good

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

5 - Very Good

We evaluated the service as operating at a very good level for this key question. There were significant strengths with the care provided and how this supported positive outcomes for people.

People told us that staff interacted warmly and respectfully with them. People did not feel rushed by staff when being supported. Care and support were carried out in a dignified way with privacy and personal preferences respected. Staff cleaned and tidied up after themselves. The staff were regular and therefore knew people well, a relative told us the service "does try to keep consistency with carers especially with someone with dementia" and a person experiencing care said "they do the whole thing very well. Always turn up." Staff had conversations with people to show interest in their lives. Late or missed visits were not an issue. Almost everyone we spoke to was satisfied with the quality of the care and support received in their homes, people told us "they're brilliant, no bother with them, their like my friends" and "mum speaks highly of them; gives me peace of mind that she gets such good support".

Meal preparation involved people choosing what they wanted to eat and drink, enjoyed in an unhurried way. When there were concerns about a person's food and drink intake, people were encouraged and regularly monitored. A relative said "No issues with kitchen cleanliness. Good at throwing out food which is out of date and calling me for what is needed in fridge and freezer." Techniques used to assist people to mobilise were undertaken in a safe and reassuring way. Medication administration was well organised with regular audits by management and appropriate training for staff. This ensures that people experienced safe and effective medication.

There was a good supply of personal protective equipment such as masks, gloves and aprons (PPE) for staff. We observed and people told us that staff used PPE appropriately. Managers observed staff practice regularly to assess their competence in wearing PPE correctly and hand washing. There were high levels of training completion regarding Covid-19 as well as safe infection, prevention and control practices. Covid-19 testing of staff and self-isolation periods (if have a positive test) were taking place in line with current guidance. These measures aided the continued protection of people and staff from harm.

How good is our leadership?

5 - Very Good

We evaluated the service as operating at a very good level for this key question. There were significant strengths with the leadership and quality assurance.

People considered that the office staff were responsive to any issues they raised, were courteous and respectful and the issues were resolved. Relatives told us "they know who my mum is when I ring the office about any problems" and "the office has always been really helpful when called".

There were quality checks by management regarding observing staff competence in people's houses, telephone calls regarding care satisfaction as well as face to face reviews of care and support provided. These were thorough and regularly undertaken with actions on improvements needed.

The service was regularly seeking feedback through satisfaction surveys with people experiencing care and their friends and relatives as well as their staff. This ensured that there is a culture of continuous improvement for people experiencing care.

Staff recruitment and induction processes were thorough. Training was of good quality with a high level of completion. Team meetings, staff supervision and informal support by management was taking place. This ensures staff are well led and have the necessary information and support to provide quality care based on relevant evidence, guidance and best practice.

How well is our care and support planned?

5 - Very Good

We evaluated the service as operating at a very good level for this key question. There were significant strengths with personal planning.

People's personal plans detailed each area of care, for example, mobility, and had thorough and personalised information regarding how best to support someone. A relative told us "they met mum in hospital before the package of care started". People's choices and preferences were recorded in some areas, but there needs to be more focus regarding people's life history and what people consider is important to them. Personal plan updates were recorded regularly and promptly as were any changes in actions needed. Personal plans were regularly reviewed with people experiencing care and their relatives. This ensured that personal plans remained right for people as their needs change.

Complaints

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

Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.1 People experience compassion, dignity and respect	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
1.5 People's health and wellbeing benefits from safe infection prevention and control practice and procedure	5 - Very Good
How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good
How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

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