

Flexible Respite Support Service

8 Tweedbank Avenue
Tweedbank
Galashiels
TD1 3SP

Telephone: 01896 757007

Type of inspection:

Unannounced

Completed on:

19 November 2019

Service provided by:

Flexible Respite Ltd

Service provider number:

SP2014012350

Service no:

CS2014330598

About the service

Flexible Respite registered with the Care Inspectorate on 12 October 2015.

Flexible Respite provide quality, cost effective and flexible care and support services to Adults and Older Adults and short term respite to caregivers across the Scottish Borders. The service operates from an office base in Tweedbank near Galashiels. It is registered as a care at home support service.

At the time of the inspection the service was providing support to 39 clients.

The provider's description of the service states:

"With us you can be assured of a quality, cost-effective and professional service, offering the assistance and time you need with the dignity and respect you deserve.

We will provide someone reliable and professional to support you throughout the day with social care, light domestic chores and where appropriate assistance with individual personal needs.

If you or a relative cares for an adult or older adult and would benefit from respite and quality time our service would provide the support required".

What people told us

We sent care standard questionnaires to 16 people experiencing care provided by Flexible Respite and received 12 completed questionnaires back. Some were completed by clients and others by a friend/relative/advocate on behalf of someone who uses this service.

In response to the question "Overall, I am happy with the quality of the care and support this service gives me" nine strongly agreed and three agreed.

People completing the questionnaires told us they were very happy with the continuity of staff, who they described as being professional, friendly and caring. They liked the flexibility the service could provide.

Comments given in the questionnaires included:

"Excellent service, I would not hesitate to recommend and vouch for their integrity and professionalism"

"As a carer I greatly appreciate the flexibility of the service. Communication is excellent. Mum's carers are professional and friendly"

"Very good service. They keep in touch regularly"

"My mother is very well cared for. She enjoys all the visits and outings and has developed a good friendship with the care ladies"

" X (names their relative) is treated with dignity and respect on all his visits/outings"

"Follow up meetings are conducted regularly by the carer's manager. Made aware of any concerns to call the manager, which has never been required"

"The service has provided carers who are experienced, understanding and sensitive"

"It gives me confidence to go out, reassured that the carer will cope well".

We accompanied respite workers on their care visits which enabled us to meet with five people receiving care from this service. People were very complimentary about the respite workers and felt that the communication they had with the manager was very good. They appreciated having excellent continuity of staff.

Comments given included:

"An excellent service"

"I would recommend this service"

"X (names relief worker) knows my likes and dislikes"

"We get outdoors regularly, which I like"

"I've never felt so well supported."

Self assessment

We are not requesting self assessments from providers for this inspection year. Issues relating to quality assurance and acting on feedback from people using the service were considered throughout the inspection.

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

The quality of care and support people experienced from Flexible Respite and the quality of staffing were both of a very good standard and demonstrated major strengths in supporting positive outcomes for people.

We received very positive feedback about the quality of care and support from people using the service and their relatives/carers. This demonstrated that people experienced high quality care and support that was right for them.

There was excellent consistency in the staff provided to clients. The manager ensured an appropriate match of staff to best meet the needs of clients. This was greatly appreciated by the clients we spoke with. This meant that people had confidence in the staff who supported them.

There were effective systems for planning and monitoring the service provision. The service was also very flexible in when it could provide cover and people were kept informed of which staff would be supporting them.

When we shadowed relief workers on their visits we observed that they treated clients with dignity and respect. They knew the clients very well and communicated effectively with them. They noted any changes in wellbeing and reported this. This contributed to promoting good outcomes for the people they cared for.

The completion of personal plans had improved since our last inspection. These identified risks, health, welfare and safety needs and recorded how people's needs were to be met.

Any accidents or incidents were promptly reported to the manager who ensured that appropriate action had been completed.

Folders we saw in clients' homes had the service's contact details and contained a copy of the service's complaints policy. The service also had a helpful website which had detailed information about the range of support they could provide and their contact details. This meant that people knew how to contact the service or raise a concern.

Informal "get togethers" and the use of surveys were used to seek feedback about the service being provided. Flexible Respite responded positively to the feedback it received.

New staff had been recruited in a safe and robust manner. Staff completed a comprehensive induction. Staff received ongoing support through appropriate training, formal supervision, monitoring of practice, meetings and regular contact with the manager.

Management had a very good overview of the training that staff completed. They continued to review the type of training they were providing to ensure that it remained up to date and was relevant to the needs of staff and clients.

Many of the staff had long term service with the provider and of providing care. This gave people using the service confidence in the staff that supported them.

We received very positive feedback in the care standards questionnaires we received back and from the clients we met about the quality of staff. All returned care standards questionnaires agreed that staff treated them with respect and they were confident that staff had the skills to support them.

We observed staff to be aware of good infection control practices and competent in the tasks they were allocated to complete.

The service was aware of the requirement for care at home staff to register with the Scottish Social Services Council (SSSC) within identified timescales. They had been proactive in supporting staff to achieve registration within these timescales.

What the service could do better

We asked the service to look at how the information in personal plans could be promptly updated when care needs changed.
(see recommendation 1).

We suggested that the manager dates and signs accident and incident report sheets and makes a note of any action taken or where this information is held in order to provide a clear audit trail.

We will look at progress of these areas for development at our next inspection.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The service should look at how information in personal plans could be promptly updated when care needs changed.

This is in order to ensure that care and support is consistent with Health and Social Care Standard 1.15 which states:

"My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices".

Complaints

There have been no complaints upheld since the service registered with us.

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

Recommendation 1

The provider must ensure that personal plans identify all risks, health, welfare and safety needs and document how needs are to be met.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS 1.15) which state that:

"My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices".

This recommendation was made on 12 December 2018.

Action taken on previous recommendation

Since the last inspection the service has updated their personal plan template. This documentation was seen used to identify risks, health, welfare and safety needs and record how people's needs were to be met. Completed personal plans also demonstrated that people using the service were involved in directing and leading their own care and support.

This recommendation was met.

Inspection and grading history

Date	Type	Gradings								
2 Nov 2018	Unannounced	<table border="0"> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>Not assessed</td> </tr> <tr> <td>Management and leadership</td> <td>5 - Very good</td> </tr> </table>	Care and support	5 - Very good	Environment	Not assessed	Staffing	Not assessed	Management and leadership	5 - Very good
Care and support	5 - Very good									
Environment	Not assessed									
Staffing	Not assessed									
Management and leadership	5 - Very good									
13 Oct 2017	Unannounced	<table border="0"> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>4 - Good</td> </tr> <tr> <td>Management and leadership</td> <td>Not assessed</td> </tr> </table>	Care and support	5 - Very good	Environment	Not assessed	Staffing	4 - Good	Management and leadership	Not assessed
Care and support	5 - Very good									
Environment	Not assessed									
Staffing	4 - Good									
Management and leadership	Not assessed									
6 Sep 2016	Announced (short notice)	<table border="0"> <tr> <td>Care and support</td> <td>4 - Good</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>4 - Good</td> </tr> <tr> <td>Management and leadership</td> <td>4 - Good</td> </tr> </table>	Care and support	4 - Good	Environment	Not assessed	Staffing	4 - Good	Management and leadership	4 - Good
Care and support	4 - Good									
Environment	Not assessed									
Staffing	4 - Good									
Management and leadership	4 - Good									

Date	Type	Gradings

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Care Inspectorate
Compass House
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