

Stuart Wright Care Ltd Support Service

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Type of inspection: Unannounced
Inspection completed on: 28 March 2017

Service provided by:
Stuart Wright Care Limited

Service provider number:
SP2014012339

Care service number:
CS2014328800

About the service

Stuart Wright provides care and support to individuals and their families in the Highland Perthshire area twenty-four hours a day, every day of the year. Highland Perthshire is made of the following towns - Aberfeldy, Blair Atholl, Dunkeld, Kenmore, Kinloch Rannoch, Pitlochry, Strathtay, Tummel and surrounding rural communities.

The service was inspected during an unannounced visit on 20 March 2017 and an announced short notice visit on 21 and 27 March 2017. Feedback was provided to the manager on 28 March 2017.

The service aims to provide a home care service that's individual, enabling people to live their life the way they choose.

What people told us

During the inspection we spoke with people who used the service by telephone. All were very pleased with the service they received and spoke highly of the carers and senior staff in the office. They made comments such as:

"I have had past experience of care providers and they are by far the best I've had."

"The carers are very well-trained and efficient, but they are also very caring and kind."

"I always see the same staff unless someone is ill, and if there are any new staff they always come with a more experienced member of staff first - and someone from the office always checks up that things have gone well."

"The manager responds quickly if I phone the office, and does what she can to sort things for me."

"I get a rota every week and there are rarely any changes on it."

Self assessment

The Care Inspectorate received an updated self-assessment document from the service provider. In the self-assessment the provider identified what they thought they did well and some areas for development. The service told us ways that people who use the service have been involved in the self-assessment process.

From this inspection we graded this service as:

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

What the service does well

People we spoke with were very happy with the service they received. They spoke positively about the staff and support from the office. They confirmed that they generally received support from the same staff, and that when new staff came, they were given the opportunity to shadow experienced staff prior to coming on their own, so

that no unfamiliar staff provided support.

We sampled support plans which included personalised information which allowed staff to support people in the way they wished to be supported. This was reviewed on a monthly basis to ensure that information remained current. A recommendation was made at the last inspection in relation to more detail in care plans and this has been met.

Contact notes written by staff at each visit were clear and concise and generally gave the time of arrival as well as any information on care provided.

Staff were given appropriate training to ensure that they were able to meet the needs of individual service users, and this was recorded along with dates of refreshers. Where additional training was required to meet the specific needs of individual service users this was sought from appropriate sources. A recommendation was made at the last inspection in relation to the recording of spot checks of staff practice, and we could see that this had been recorded in more detail.

Reviews were carried out on a six-monthly basis.

Regular staff meetings were in place, and staff commented that these generally felt positive and supportive. In addition, staff had the opportunity to attend a 'staff forum' where they could discuss issues without the presence of the senior staff, and any actions decided on were then taken to senior management. Staff commented that this was a useful process and where possible management had been able to action suggestions.

The service had a clear ethos of ensuring that all service users had the opportunity to comment on the service they received, and could do so through client surveys and review meetings. The outcomes/actions of any surveys were communicated to service users through the Stuart Wright Chronicle.

What the service could do better

Although it was clear that six-monthly reviews were being carried out, minutes were not always available within support plans, and where they were it was not easy to see who had been consulted. All formal documents should be signed and dated.

Although at the time of inspection the service was small enough to allow management to monitor quality on an individual basis, as the service grows a more formal quality assurance process may need to be introduced.

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.

Inspection and grading history

Date	Type	Gradings
3 Dec 2015	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good

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