

## ana care@home Support Service

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**Type of inspection:**

Announced (short notice)

**Completed on:**

28 August 2019

**Service provided by:**

UK Private Healthcare Limited

**Service provider number:**

SP2003002340

**Service no:**

CS2017361590

## About the service

ana care@home is based in Aberdeen and provides a care service to adults and older people living in their own homes.

The aim of the service is "to provide a high quality, person-centred, customer focused service to meet the ever-changing needs of the individual."

This service registered with the Care Inspectorate on 20 May 2018.

## What people told us

We sent out care standards questionnaires to clients and their families. We received five responses. All of them said they agreed that the service was meeting their needs. Their comments included:

- "They could not improve on the quality of care."
- "They are polite cheerful caring and would do anything to help me."
- "Outstanding."
- "The staff are all excellent."

The manager contacted individual clients, on our behalf to arrange to meet with us. However, all the clients approached declined to meet us as part of the inspection process.

## Self assessment

We did not request that providers (except childminders) complete a self assessment for the 2019/2020 inspection year. Instead, we took the opportunity to discuss their improvement or development plan as part of their internal quality assurance.

## 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	5 - Very Good

## Quality of care and support

### Findings from the inspection

When we considered the care and support offered by ana care@home, we found it to be very good.

The staff knew the people that they were supporting and demonstrated that they were respectful in their homes. Clients were informed weekly of whom to expect to visit them and when. We felt this could be supplemented with issuing staff photographs as a visual confirmation to the clients and their families. Staff also

recognised the person as an expert in their own wishes and respected this. One staff member said that "it is important that we don't take away people's ownership of their care".

Where people's health, medical and support needs were changing or where risks to the client's welfare were identified, support to be reassessed by the appropriate healthcare professional was in place. We were impressed with the early and continuous efforts made by staff to direct and support the clients and their families to the correct agencies. This ensured that the person's care and support was right for them.

The support plans were detailed and contained very good information. The plans and communication books were held within people's homes. This assisted with communication, between staff, clients and families where appropriate. One of the main principles within the support plans was to ensure that the care was right for the client and that this potentially could change daily. It was clear staff ask the clients what they wished them to do on a regular basis. This meant that the care and support was right for them and set out how their needs and choices will be met.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## Quality of staffing

### Findings from the inspection

There was a small group of staff employed at ana care@home, this had led to clients having consistency and continuity. We have therefore assessed the service to be performing at a very good level.

Everyone was well-trained and undertook shadow shifts at the start of their employment. This helped with building relationships with clients and other staff. As well as their generic training, staff were given additional training if someone they supported developed different needs. The staff told us that they appreciated this training, it meant they could anticipate issues and plan to meet people's needs.

The staff told us that they get regular supervision and support from the management team that this helped them to keep up-to-date. We felt that this process could be supported by the management team undertaking 'spot checks', to monitor staff practice within the client's home. Staff spoke highly of working with ana care@home. They demonstrated professionalism and pride in their roles. All of the staff team were registered with the SSSC (Scottish Social Services Council). This assisted in ensuring the clients experience high quality care and support based on relevant evidence, guidance and best practice.

## Requirements

**Number of requirements:** 0

## Recommendations

Number of recommendations: 0

Grade: 5 - very good

## Quality of management and leadership

### Findings from the inspection

We looked at the management team in ana care@home and they were working to a very good standard.

All of the staff we spoke to said they felt supported and that the manager was always available for advice if required, helping to ensure high quality care was delivered. As the service was small, at present, the manager visited the clients frequently and was aware of what was happening. We felt the communication could be further enhanced by providing staff the opportunity to discuss issues, concerns or good practice as a group, either physically or virtually. As the team grows this would assist in maintaining good team working and staff morale.

The quality assurance processes and procedures could be formalised to ensure they become an integral part of how the service operates. This will give the management team a clearer picture of the areas that should be improved on or further developed. The services improvement plan should be developed and shared, this should include feedback on the actions taken to address concerns or suggestions raised. This would continue to promote the organisation's vision of having a culture of continual improvement amongst staff, clients and their families.

### Requirements

Number of requirements: 0

### Recommendations

Number of recommendations: 0

Grade: 5 - very good

## 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.

### 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).

### Enforcement

No enforcement action has been taken against this care service since the last inspection.

### Inspection and grading history

This service does not have any prior inspection history or grades.

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