



# Inspection report

## NPHomecare Housing Support Service

Glenwood Business Park  
25 Glenwood Place  
Glasgow  
G45 9UH

**Inspected by:** Anne Borland  
**(Care Commission officer)**

**Type of inspection:** Announced

**Inspection completed on:** 14 September 2010

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**Service provided by:**

NPHomecare LLP

**Service provider number:**

SP2008010173

**Care service number:**

CS2008191383

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## Easy read summary of this inspection report

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There is a six point grading scale. Each of the Quality Themes we inspected, is graded using the following scale:

We can choose from six grades:



### We gave the service these grades

Quality of Care and Support  **5** Very Good

Quality of Staffing  **5** Very Good

Quality of Management and Leadership N/A

This inspection report and grades are our assessment of the quality of how the service is performing in the areas we examined during this inspection.

Grades for this care service may change after this inspection due to other regulatory activity; for example, if we have to take enforcement action to improve the service, or if we investigate and agree with a complaint someone makes about the service.

### What the service does well

The service provides person centred support tailored to meet the expressed wishes and needs of the people using the service.

The service has demonstrated that it respects individual choice and promotes Independence.

## **What the service could do better**

The service is hoping to recruit more support staff to meet the request for more support hours for service users who do not wish to continue to use other providers.

## **What the service has done since the last inspection**

The provider has recruited support workers and increased the number of clients supported and has demonstrated flexibility in meeting different needs.

## **Conclusion**

The service continues to develop with clear leadership and an ethos of respecting people with support needs.

## **Who did this inspection**

### **Lead Care Commission Officer**

Anne Borland

### **Other Care Commission Officers**

N/A

### **Lay Assessor**

N/A

**Please read all of this report so that you can understand the full findings of this inspection.**

## About the Care Commission

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We were set up in April 2002 to regulate and improve care services in Scotland.

Regulation involves:

- registering new services
- inspecting services
- investigating complaints
- taking enforcement action, when necessary, to improve care services.

We regulate around 15,000 services each year. Many are childminders, children's daycare services such as nurseries, and care home services. We regulate many other kinds of services, ranging from nurse agencies to independent healthcare such as hospices and private hospitals.

We regulate services for the very young right through to those for the very old. Our work can, therefore, affect the lives of most people in Scotland.

All our work is about improving the quality of care services.

We produce thousands of inspection reports every year; all are published on our website: [www.carecommission.com](http://www.carecommission.com). Reports include any complaints we investigate and improvements that we ask services to make.

The "Care services" area of our website also:

- allows you to search for information, such as reports, about the services we regulate
- has information for the people and organisations who provide care services
- has guidance on looking for and using care services in Scotland.

You can also get in touch with us if you would like more detailed information.

## About the National Care Standards

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The National Care Standards (NCS) set out the standards that people who use care services in Scotland should expect. The aim is to make sure that you receive the same high quality of service no matter where you live.

Different types of service have different National Care Standards. When we inspect a care service we take into account the National Care Standards that the service should provide.

The Scottish Government publishes copies of the National Care Standards online at: [www.scotland.gov.uk](http://www.scotland.gov.uk)

You can get printed copies free from:

Booksource  
50 Cambuslang Road  
Cambuslang Investment Park  
Glasgow  
G32 8NB  
Tel: 0845 370 0067  
Fax: 0845 370 0068  
Email: [scottishgovernment@booksource.net](mailto:scottishgovernment@booksource.net)

## What is inspection?

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Our inspectors, known as Care Commission Officers (CCOs), check care services regularly to make sure that they are meeting the needs of the people in their care.

One of the ways we check on services is to carry out inspections. We may turn up without telling the service's staff in advance. This is so we can see how good the care is on a normal day. We inspect some types of services more often than others.

When we inspect a service, typically we:

- talk to people who use the service, their carers and families, staff and managers
- talk to individuals and groups
- have a good look around and check what quality of care is being provided
- look at the activities happening on the day
- examine things like records and files, if we need to
- find out if people get choices, such as food, choosing a key worker and controlling their own spending money.

We also use lay assessors during some inspections. These are volunteers who have used care services or have helped to care for someone who has used care services.

We write out an inspection report after gathering the information. The report describes how things are and whether anything needs to change.

Our work must reflect the following laws and guidelines:

- the Regulation of Care (Scotland) Act 2001
- regulations made under this Act
- the National Care Standards, which set out standards of care that people should be able to expect to receive from a care service.

This means that when we register or inspect a service we make sure it meets the requirements of the 2001 Act. We also take into account the National Care Standards that apply to it.

If we find a service is not meeting these standards, the 2001 Act gives us powers that require the service to improve.

## **Recommendations, requirements and complaints**

If we are concerned about some aspect of a service, or think it could do more to improve its service, we may make a requirement or recommendation.

- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service but where failure to do so will not directly result in enforcement.
- A requirement is a statement which sets out what is required of a care service to comply with the Act and Regulations or Orders made under the Act, or a condition of registration. Where there are breaches of the Regulations, Orders or conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Care Commission.

Complaints: We have a complaints procedure for dealing with any complaint about a registered care service (or about us). Anyone can raise a concern with us - people using the service, their family and friends, carers and staff.

We investigate all complaints. Depending on how complex it is, a complaint may be:

- upheld - where we agree there is a problem to be resolved
- not upheld - where we don't find a problem
- partially upheld - where we agree with some elements of the complaint but not all of them.

## How we decided what to inspect

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### **Why we have different levels of inspection**

We target our inspections. This means we spend less time with services we are satisfied are working hard to provide consistently high standards of care. We call these low-intensity inspections. Services where there is more concern receive more intense inspections. We call these medium or high intensity inspections.

### **How we decide the level of inspection**

When planning an inspection, our inspectors, or Care Commission Officers (CCOs) carefully assess how intensively each service needs to be inspected. They do this by considering issues such as:

- complaints
- changes to how the service provides care
- any notifications the service has given us, such as the absence of a manager
- what action the service has taken in response to requirements we have made.

The CCO will also consider how the service responded to situations and issues: for example how it deals with complaints, or notifies us about incidents such as the death of someone using the service.

Our inspections take account of:

- areas of care that we are particularly interested in (these are called Inspection Focus Areas)
- the National Care Standards that the service should be providing
- recommendations and requirements that we made in earlier inspections
- any complaints and other regulatory activity, such as enforcement actions we have taken to improve the service.

# What is grading?

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We grade each service under Quality Themes which for most services are:

- **Quality of Care and Support:** how the service meets the needs of each individual in its care
- **Quality of Environment:** the environment within the service (for example, is the service clean, is it set out well, is it easy to access by people who use wheelchairs?);
- **Quality of Staffing:** the quality of the care staff, including their qualifications and training
- **Quality of Management and Leadership:** how the service is managed and how it develops to meet the needs of the people it cares for
- **Quality of Information:** this is how the service looks after information and manages record keeping safely.

Each of the Quality Themes has a number of Quality Statements in it, which we grade.

We grade each heading as follows:

<b>6</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>
excellent	very good	good	adequate	weak	unsatisfactory

We do not give one overall grade.

## How grading works.

Services assess themselves using guidance that we given them. Our inspectors take this into account when they inspect and grade the service. We have the final say on grading.

The Quality Themes for this service type are explained in section 2 The Inspection.

## About the service we inspected

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NPHomecare provided a housing support and care at home service for those people who require support in the community. The service was newly registered with the Care Commission in 2009 and provides support to one service user in his own home.

Based on the findings of this inspection this service has been awarded the following grades:

<b>Quality of Care and Support</b>	<b>5 - Very Good</b>
<b>Quality of Staffing</b>	<b>5 - Very Good</b>
<b>Quality of Management and Leadership</b>	<b>N/A</b>

This inspection report and grades are our assessment of the quality of how the service is performing in the areas we examined during this inspection.

Grades for this care service may change after this inspection due to other regulatory activity; for example, if we have to take enforcement action to improve the service, or if we investigate and agree with a complaint someone makes about the service.

You can use the "Care services" area of our website ([www.carecommission.com](http://www.carecommission.com)) to find the most up-to-date grades for this service.

## How we inspected this service

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### **What level of inspection did we make this service**

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

### **What activities did we undertake during the inspection**

This announced inspection was carried out on 14 September 2010. During the inspection the Care Commission Officer met with the provider, two service users, a relative of a service user and a member of the support staff. Relevant documentation was looked at and included two service users' support plans, a staff recruitment file, training and formal supervision records.

### **Inspection Focus Areas (IFAs)**

Each year we identify an area, or areas, we want to focus on during our inspections. We still inspect all the normal areas of a care service; these are extra checks we make for a specific reason.

For 2010/11 we will focus on:

- Quality assurance for care at home and combined care at home and housing support services.

You can find out more about these from our website [www.carecommission.com](http://www.carecommission.com).

### **Fire safety issues**

The Care Commission no longer reports on matters of fire safety as part of its regulatory function. Where significant fire safety issues become apparent, we will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Care service providers can find more information about their legal responsibilities in this area at: [www.infoscotland.com/firelaw](http://www.infoscotland.com/firelaw)

### **Actions Taken on Recommendations Outstanding**

Following the last inspection the service received two recommendations. These are detailed below with progress noted.

1. The service user agreement should state the cost of the service to be provided.

This had been met and was now included in support agreements.

2. Service users should have independent representation at care reviews such as care managers.

This had been met and relatives had attended reviews.

### **The annual return**

We use annual returns (ARs) to:

- make sure we have up-to-date, accurate information about care services; and
- decide how we will inspect services.

By law every registered care service must send us an annual return and provide us with the information we have requested. The relevant law is the Regulation of Care (Scotland) Act 2001, Section 25(1). These forms must be returned to us between 6 January and 15 February.

### **Annual Return Received**

Yes - Electronic.

### **Comments on Self Assessment**

The provider/manager had provided a very detailed self assessment which was used during the inspection process.

### **Taking the views of people using the care service into account**

The Care Commission Officer spoke with two service users. Both very extremely positive about the service and described it as the best care at home service they had received. Some comments are given below:

"I'm doing a lot more stuff now, out and about day and in the evening meeting people"  
"I would give NPHomecare 10 out of 10, it's a great service I can't think of anything I'm unhappy with"

"I have been helped to look at other ways of expressing myself when I am annoyed and have been helped to do this by my support worker"

"I now know what carer will be coming and when, it's so much better than my last service"

"The way I'm treated is very good I feel like my views count and I'm part of a team making decisions"

"I am asked what I want not told"

"I feel respected"

"My support worker is excellent, I get along with him well, we just click"

**Taking carers' views into account**

The Care Commission Officer spoke with one relative who was of the view that the service was very good and gave the appropriate support. He felt staff were reliable, approachable and helpful.

# Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 5 - Very Good

## Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

### Service Strengths

Service user participation is at the heart of the ethos of NPHomecare. Service users choose support staff and state when and the level of service they require and determine the detail recorded in personal support plans. Daily diaries are kept and used to access the experience of service users allowing a prompt response to changing support needs and expressed wishes of service users. Service users who met with the Care Commission Officer confirmed that the care and support provided reflected their expressed wishes and preferences.

The service has systems in place to ensure that service users are consulted regarding the quality of care and support. This includes regular contact with the manager/provider and participating in formal care reviews . The service had also provided questionnaires regarding the service. Suggestions or comments could be made via the service website and could be anonymous if preferred. Questionnaires completed indicated that service users were happy with the service delivery. Suggestions made such as more activities and evening support had been met .

Relatives were consulted about the quality of care on a regular basis.

The service has a suggestions policy which welcomes service users' and other stakeholders' contributions to the service improvement agenda.

### Areas for Improvement

The service identified a need to continue to evolve the person centred support plans.

### Grade awarded for this statement

5 - Very Good

### Number of Requirements

0

### Number of Recommendations

0

## **Statement 5**

We respond to service users' care and support needs using person centered values.

### **Service Strengths**

Service users had individual support plans which detailed support needs and how these should be met. Support plans were as detailed as the service users wished and respect for privacy was adhered to.

The service had personal support plans which identified ambitions and aspirations of service users referred to as 'Wishes and Dreams'. There was evidence that the service works hard with service users to achieve these aims in imaginative ways and significant inroads had been made by service users since commencing with the service.

Reviews of support needs were reviewed annually or sooner if required or requested. Service users were encouraged to bring independent representation to reviews, such as advocates and/or friends or relatives.

Service users chose their own meals and advice is given regarding healthy options.

Personal plans contain information about social, cultural and religious beliefs if this is the wish of the service user. There was evidence of a service user being supported to explore his cultural heritage.

Service users choose their own support team and key-worker. This has had an empowering impact on service users who expressed feeling more in control of their lives as a result.

The service has a policy of not allowing strangers to service users to provide care and will always have a period of introduction with service users before being a lone carer.

The service has arrangements to cover for staff holiday, sickness and training to provide service users with carers who are known to them. This was confirmed by service users.

### **Areas for Improvement**

The provider/manager respected the wish of service users to determine the amount of personal information recorded in personal support plan. However, the provider/manager was in the process of renegotiating this in relation to recording of health care needs and medication arrangements to allow appropriate action by NPHomecare staff in the event of being a lone carer.

**Grade awarded for this statement**

5 - Very Good

**Number of Requirements**

0

**Number of Recommendations**

0

## Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 - Very Good

### Statement 1

We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

#### Service Strengths

The service recruitment policy states that service users were directly involved in choosing their support team. Plans were in place for a service user to attend a forthcoming interview of job applicants.

The times, frequency and type of support offered was agreed in full consultation with the service user.

The service has a complaints policy which is stated in the information pack about the service and in the service agreement.

Refer also to 'Service Strengths' under Theme 1 (Statement 1).

#### Areas for Improvement

The provider was exploring training in staff recruitment for service users.

The service could consider how to link the views gathered from service users to staff appraisals.

#### Grade awarded for this statement

5 - Very Good

#### Number of Requirements

0

#### Number of Recommendations

0

## **Statement 2**

We are confident that our staff have been recruited, and inducted, in a safe and robust manner to protect service users and staff.

### **Service Strengths**

The service provider/manager demonstrated a clear understanding for the need for safer recruitment practices and this is reflected in the agency's policies, procedures and practices. The personnel file of a newly recruited staff member was examined. This employee was required to complete an application, provide a minimum of two references, with one being from a current or most recent employer. An Enhanced Disclosure Scotland check and evidence of registration with the Scottish Social Services Council (SSSC) was sought. This employee was interviewed and had completed a medical fitness questionnaire.

The service has robust induction processes in place for new employees which included the completion of a workbook, mandatory training and shadow working. New employees had been issued with a folder which contained the SSSC codes of practice and a range of NPHomecare policy documents. Basic training had been provided and training needs were identified in formal supervision.

### **Areas for Improvement**

The provider/manager had applied for registration with the SSSC.

### **Grade awarded for this statement**

5 - Very Good

### **Number of Requirements**

0

### **Number of Recommendations**

0

## Other Information

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### **Complaints**

No complaints have been upheld, or partially upheld, since the last inspection.

### **Enforcements**

We have taken no enforcement action against this care service since the last inspection.

### **Additional Information**

N/A

### **Action Plan**

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in the Care Commission re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).

## Summary of Grades

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<b>Quality of Care and Support - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 5	5 - Very Good
<b>Quality of Staffing - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 2	5 - Very Good
<b>Quality of Management and Leadership - Not Assessed</b>	

## Inspection and Grading History

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<b>Date</b>	<b>Type</b>	<b>Gradings</b>
17 Dec 2009	Announced	Care and support      4 - Good Staffing                      4 - Good Management and Leadership      4 - Good

## Terms we use in our report and what they mean

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**Action Plan** - When we inspect a service, or investigate a complaint and the inspection report highlights an area for improvement; either through recommendations or requirements, the action plan sets out the actions the service will take in response.

**Best practice statements/guidelines** - This describes practices that have been shown to work best and to be achievable in specific areas of care. They are intended to guide practice and promote a consistent and cohesive approach to care.

**Care Service** - A service that provides care and is registered with us.

**Complaints** - We have a complaints procedure for dealing with any complaint about a registered care service or about us. Anyone can raise a concern with us - people using the service, their family and friends, carers and staff.

We investigate all complaints which can have more than one outcome. Depending on how complex the complaint is, the outcomes can be:

- upheld - where we agree there is a problem to be resolved
- not upheld - where we don't find a problem
- partially upheld - where we agree with some elements of the complaint but not all of them.

**Enforcement** - To protect people who use care services, the Regulation of Care (Scotland) Act 2001 gives the Care Commission powers to enforce the law. This means we can vary or impose new conditions of registration, which may restrict how a service operates. We can also serve an improvement notice on a service provider to make them improve their service within a set timescale. If they do not make these improvements we could issue a cancellation notice and cancel their registration.

**Disclosure Scotland**- Disclosure Scotland provides an accurate and responsive disclosure service to enhance security, public safety and protect the vulnerable in society. There are three types or levels of disclosure (i.e. criminal record check) available from Disclosure Scotland; basic, standard and enhanced. An enhanced check is required for people whose work regularly involves caring for, training, supervising or being in sole charge of children or adults at risk; or to register for child minding, day care and to act as foster parents or carers.

**Participation** - This describes processes that allow individuals and groups to develop and agree programmes, policy and procedures.

**Personal Plan** - This is a plan of how support and care will be provided. The plan is agreed between the person using the service (or their representative, or both of them) and the service provider. It is sometimes called a care plan mostly by local authorities or health boards when they commission care for people.

## How you can use this report

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Our inspection reports give care services detailed information about what they are doing well and not so well. We want them to use our reports to improve the services they provide if they need to.

Care services should share our inspection reports with the people who use their service, their families and carers. They can do this in many ways, for example by discussing with them what they plan to do next or by making sure our report is easily available.

## People who use care services, their relatives and carers

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We encourage you to read this report and hope that you find the information helpful when making a decision on whether or not to use the care service we have inspected. If you, or a family member or friend, are already using a care service, it is important that you know we have inspected that service and what we found. You may find it helpful to read previous inspection reports about his service.

## The Care Commission

We use the information we gather from all our inspections to report to Scottish Ministers on how well Scotland's care services are performing. This information helps us to influence important changes they may make about how care services are provided.

## Reader Information

This inspection report is published by the Care Commission. It is for use by the general public. You can get more copies of this report and others by downloading it from our website [www.carecommission.com](http://www.carecommission.com) or by telephoning 0845 603 0890.

## Translations and alternative formats

This publication is available in other formats and other languages on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

هه بایتسد یم وونابز رگید روا رولکش رگید رپ شرازگ تعاشا هی

ਬੈਨੜੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

یرخأ تاغل بو تاقيسينت تب بلطلا دن ع رفاوتم روشنملا اذه

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