

Holistic Care Scotland Support Service

22 Twin Spires Business Park
Mugiemoss Road
Aberdeen
AB21 9BG

Telephone: 01224 973 522

Type of inspection:
Unannounced

Completed on:
24 January 2022

Service provided by:
Holistic Care Scotland Ltd

Service provider number:
SP2019013359

Service no:
CS2019376835

About the service

Holistic Care Scotland is a Care at Home Support Service and aim to assist those we support to remain within their own home or family home, with an individual care and support package which is person-centred and offers the individual choice, dignity, respect and independence.

The service is registered to provide a care at home service to adults, older people and children in their own homes and in the wider community supported by one staff team covering the Grampian area.

This service registered with the Care Inspectorate on 23 April 2020.

What people told us

During the course of our inspection we spoke with a number of people using the service, relatives and staff in order to obtain a cross reference feedback about the service. Everyone we spoke with were very positive about the service and the range of comments we received is reflected here.

People who use the service:

'Staff at Holistic Care are always kind and helpful when they are out to see me and help me, they respect my house and respect me as a person'.

'They have the skills that they need to support me and if it isn't something they can do then they support me to contact the right services'.

'They are very, very responsive'.

'Always on time have never had an issue with this at all and I have never had any issues with them not turning up at all or missing appointments'.

'I have a care/support plan with Holistic Care and to make sure that they are meeting my needs appropriately the care plan is regularly reviewed and updated where needed'.

'All the carers we have had contact with have been exemplary. They are personable, friendly, hardworking, efficient, smart and reliable and have been a great help. They pay good attention to hygiene with regards to Covid rules and I appreciate all they do'.

Relatives:

'They really do help people in their daily life- very approachable'.

'The carers and manager are really good - the staff are great at sorting things out'.

'The staff seem experienced and pretty professional - impressive'.

'I have confidence in the staff and management - they are really good'.

'The staff work well together - they put me at ease'.

Staff:

'My induction was very good and was my support'.

'I really enjoy working with Holistic Care, their priority is about rights - they have a good approach - they are

person-centred'.

'Management are really approachable - I love my job'.

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 care and support during the COVID-19 pandemic?	4 - 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

In this part of the inspection report, we considered three quality indicators.

1.1 People experience dignity, compassion and respect.

1.2 People get the most out of life.

1.3 People's health benefits from their care and support.

We assessed the service as very good in all three of these quality indicators, which means that the service demonstrated major strengths in supporting positive outcomes for people.

We spoke with people using the service and their representatives during the inspection. People said they received a very good reliable and flexible service. In most cases people tended to have the same core staff and the service tried hard to accommodate particular changes and requests.

'All the carers we have had contact with have been exemplary. They are personable, friendly, hardworking, efficient, smart and reliable and have been a great help'.

Support plans were individualised and detailed, highlighting what people wanted from the service and how this would be achieved. We saw that there were regular reviews of people's care and support needs, with contributions from family members in decision-making. We saw that there was very good multidisciplinary team involvement including community services and care managers. Reviews and risk assessments highlighted that people were central to any decision-making about their care.

'I have a care/support plan with Holistic Care and to make sure that they are meeting my needs appropriately the care plan is regularly reviewed and updated where needed'.

The service supported the development of a client newsletter by a relative which hoped to create links with people and their representatives using the service. Staff also had a newsletter and team brief to keep them updated.

In summary, we found that the service was working hard to ensure that people were supported and enabled to achieve or maintain their personal outcomes, in a way that was personalised, to promote an independence approach.

How good is our care and support during the COVID-19 pandemic?

4 - Good

In this part of the inspection report, we considered two quality indicators.

7.2 Infection control practices are safe for people experiencing care and staff.

7.3 Leadership and staffing arrangements are responsive to the changing needs of people experiencing care.

We found the service was performing at a good level in both these areas, which means that there were a number of important strengths, which taken together clearly outweigh areas for improvement. These strengths had a significant positive impact on people's experience and outcomes.

People should have the confidence in staff because they are trained, competent and skilled, are able to reflect on their practice and follow professional codes, along with that of the organisation.

We spoke with staff, who told us they received a good induction, worked through probationary periods, and had access to good training. Staff told us that they received Covid specific training and were assessed regularly through observations of practice, formal and informal supervision and 'spot checks.' Staff said they had good access to personal protective equipment (PPE) and gave descriptions of how infection, prevention and control practices were carried out, which highlighted that staff were familiar with the appropriate practice to follow.

A person using the service commented, 'They pay good attention to hygiene with regards to Covid rules and I appreciate all they do.' We saw that care plans had a specific Covid risk assessment in place, which were regularly reviewed. General Covid risk assessments were also in place for the organisation and staff members.

We saw that the office base was clean, tidy and uncluttered. Systems were in place to limit visitors and staff. Visitors also had access to PPE and hand sanitiser. Guidance posters were also displayed. We saw that there was regular consultation with people using the service and staff through anonymous surveys and an opportunity to make suggestions, or raise concerns through the review process, staff meetings and supervisions. The stakeholders we spoke with said they felt listened to.

We suggested that surveys and suggestions could be linked and highlighted in the service improvement plan to ensure people were informed of the outcomes of ideas and suggestions.

We saw that some of the hyperlinks in training materials linked to older guidance, or other agencies out with Scotland. Although the information was helpful, we reminded the manager of the need to ensure all links and references to Infection Prevention and Control, Scottish Government guidance and NHS Scotland were regularly updated. The service manager and senior team were already updating and reviewing guidance, which linked to their Quality Assurance audit systems.

Complaints

There have been no complaints upheld since the service has been registered in April 2020.

Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.1 People experience compassion, dignity and respect	5 - Very Good
1.2 People get the most out of life	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good

How good is our care and support during the COVID-19 pandemic?	4 - Good
7.2 Infection prevention and control practices are safe for people experiencing care and staff	4 - Good
7.3 Leadership and staffing arrangements are responsive to the changing needs of people experiencing care	4 - Good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

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

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

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

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

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.