



## ■ Guidance: Assuring Quality – care at home services

### Introduction

For many years people who use care at home services have been dissatisfied with aspects of their service. The most common issues are not knowing the worker who was sent to support them, carers not knowing their needs and a lack of information about cover arrangements such as if they will receive a service when their workers are on holiday.

These concerns are known to the Care Commission through inspections (reports quote service users views) and from reviewing the complaints from people who use services.

In 2010 -11 we will be looking at these areas, using a sampled approach. We will notify Care Commission officers (CCOs) if a service on their case load is in the sample. Providers will not be informed in advance as we would hope all providers consider their performance in respect of these issues.

In addition, we have added a question about the coordination and effectiveness of packages of care. This was at the request of SWIA who have an interest in care management arrangements. Often CCOs identify concerns about care management during inspections. This year we will report these concerns to SWIA.

### Gathering evidence

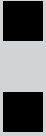
If you are asked to inspect services using this IFA you will need to gather evidence from a variety of sources. From these sources you will have to make a judgement as to whether the service is performing adequately or not as CCOs do everyday when gathering, triangulating evidence and making a professional judgement and applying a grade.

In addition to CCOs speaking to service users, Lay Assessors may be able to assist you gather evidence, through the use of telephone interviews. This should be considered when planning your inspections.

We do not anticipate that CCOs will need to speak to more people than they currently speak to during an inspection to complete this IFA, but that when speaking to people these issues should be included. The selection of people to contact will however need to be considered (for example including people who receive support from more than one provider)

### When to make a Requirement or a Recommendation

The questions require a yes or no response. If a CCO determines that there is insufficient evidence and that the service needs to change its practice - a 'no' should be selected and a requirement made. If the CCO identifies that there is evidence but that things could improve then a recommendation should be made (Q3 and Q4).



Some questions require the CCO to make a judgement. Question 3 for example asks if the workers are familiar with service users needs. In some circumstances such as short notice sick leave - it may be necessary to send an unfamiliar worker. However the CCO should explore contingency arrangements, frequency of occurrence and how the service has considered this issue, when making a judgement.

Legal services prepared the requirements. The CCO should determine the timescales.

'Yes' without a recommendation or requirement would indicate that people who use the service had no concerns or the CCO did not identify any concerns during the inspection.

**This IFA is to be inspected and recorded under Quality Statement 4.4.**



## ■ Communication of Service Changes

1. Is there evidence that the service tells people who use the service (and their relatives and carers) about any changes made to their service?

Yes  No

**Suggested source of evidence to sample:**

- service users confirm that they know which staff will be providing them with support
- service users can describe how they are notified of changes to staff
- service users confirm that they are alerted to cover arrangements, for holidays etc.,
- the service has records of contacts with service users/relatives
- staff describe communication systems between service and service users
- service users confirm that they get information when they need it
- service gives evidence about giving information out at the right time

**Evidence and comments:**

## Actions required

If yes, no further action needed.

If no, then make a requirement:

The Regulation of Care (Requirements as to care services) (Scotland) Regulations 2002 SSI 2002/114 Regulation 4(1)(a) Health and welfare of service users - The provider shall ensure it makes proper provision for the health and welfare of service users by ensuring that it communicates essential information to service users about the service they receive.

| No of requirements | No of recommendations |
|--------------------|-----------------------|
|                    | Not applicable        |

## ■ Service provided by known staff

2. Is there evidence that people who use the service are provided with support by staff they know?

Yes  No

**Suggested sources of evidence to sample:**

- service users confirm that they know who will be visiting them in their home from the care at home service
- service users confirm that there is a consistent staff team and not different people everyday
- the staff rota/records show that there is consistency even where individuals are in receipt of large packages of care
- the service monitors staff patterns, transport etc in order to provide consistent staffing.

**Evidence and comments:**

## **Actions required**

If yes, no further action needed.

If no, then make a requirement:

The Regulation of Care (Requirements as to Care Services) (Scotland) Regulations 2002 SSI 2002/114 Regulation 4(1)(b) Providers shall provide services in a manner which respects the privacy and dignity of service users by telling service users about changes to staff providing care

| <b>No of requirements</b> | <b>No of recommendations</b> |
|---------------------------|------------------------------|
|                           | Not applicable               |

## ■ Staff know service user needs

3. Is there evidence that care is provided by staff who are familiar with the individual needs of each person they deliver care to?

Yes  No

**Suggested sources of evidence to sample:**

- service users confirm that staff are familiar with their needs
- the staff confirm that they have access to support plans
- support plans are up to date
- staff confirm that they are told about changes to peoples' needs
- there are opportunities for staff teams to get together to discuss how they support service users (particularly where people get large care packages and various staff are required to provide the support).

**Evidence and comments:**

## **Actions required**

If yes, no further action needed.

If no, then make a requirement or a recommendation.

The requirement:

The Regulation of Care (Requirements as to Care Services) (Scotland) Regulations 2002 SSI 2002/114 Regulation 4(1)(a) Providers shall make proper provision for the health and welfare of service users by ensuring that staff are familiar with the needs of people they support.

OR recommendation:

National Care Standards – Care at Home Standard 3 (Your Personal Plan) and Standard 4 (Management and Staffing) - Providers should make sure that staff are familiar with the needs of the people they support

| <b>No of requirements</b> | <b>No of recommendations</b> |
|---------------------------|------------------------------|
|                           |                              |

## Quality assurance and monitoring

4. Is there evidence that there are appropriate quality assurance systems in place to ensure that staff carry out their duties in line with the agreed personal plan?

Yes  No

**Suggested sources of evidence to sample:**

- management/senior staff carry out spot checks to observe staff
- systems are in place to make sure staff are visiting people at the agreed times
- support plans are in the service users homes and are up to date
- staff can describe the support they are visiting a person to provide
- managers/seniors review the support arrangements with the service users to make sure that people get the support they need at times they need it
- managers/seniors carry out Quality Assurance reviews with people who use the service to ensure staff are effective and meeting their agreed needs
- there are mechanisms for staff support/supervision, such as group/team/individual supervision.

**Evidence and comments:**



### **Actions required**

If yes, no further action needed.

If no, then make a requirement or a recommendation.

Requirement:

The Regulation of Care (Requirements as to Care Services) (Scotland) Regulations 2002 SSI 2002/114 Regulation 4(1)(a) Providers shall make proper provision for the health and welfare of service users by ensuring that that they have appropriate quality assurance systems in place.

OR recommendation:

National Care Standards – Care at Home Standard 4 Part 5 (Management and Staffing)  
Providers should ensure that there are appropriate quality assurance systems in place.

| <b>No of requirements</b> | <b>No of recommendations</b> |
|---------------------------|------------------------------|
|                           |                              |

## Coordinated packages of care

5. Where a person who uses the service receives support from more than one registered provider, there is evidence that the package is effective?

Yes  No

**Suggested sources of evidence to sample:**

- service users confirm that they are satisfied with the arrangements
- service users know who coordinates their care package and who to contact about this (care manager, social worker, lead provider)
- support plans detail the support needs, how these are to be provided and by whom
- communication systems are in place to ensure the support package is effective.

**Evidence and comments:**



### **Actions required**

None

**N.B This information wil be passed to SWIA who have an interest in local authority activites, such as care management, contracting and procurement.**



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© Scottish Commission for the Regulation of Care 2010  
Published by: Communications  
Printed on recycled paper

EGT/019/0110