

## Contrast Care Limited Support Service

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**Type of inspection:**

Unannounced

**Completed on:**

25 June 2019

**Service provided by:**

Contrast Care Limited

**Service provider number:**

SP2015012617

**Service no:**

CS2015342597

## About the service

Contrast Care Limited is a service which is registered to provide a care at home support service to adults or older adults who live in their own homes.

Contrast Care Limited registered with the Care Inspectorate on 7 April 2016.

At the time of inspection the service was supporting around 35 people. Services were arranged through NHS Highland and people were being supported to manage their Self Directed Support budget under Option 2, which is often referred to as an Individual Service Fund. The service had a mission statement which said:

'We are dedicated to providing a team of compassionate carers to work in partnership with and provide quality care to people in the community. We will work to the highest standards of care and focus on employee excellence by implementing a culture of learning in the workplace.'

Contrast Care Limited aims and objectives were:

1. Deliver a high quality, person-centred care service that is responsive to individual service user's needs and improves overall quality of life.
2. Ensure care delivered is respectful of each service user's rights to make informed decisions, promoting independence, equality and diversity and ensuring the right to privacy and dignity at all times.
3. By adopting an outcome-focused approach, aim to achieve the goals and priorities identified by the service users at a time that suits them.
4. Provide continuity of care with one key member of staff to be assigned to each individual service user.
5. Ensure the development of knowledge and skills through formal qualifications and by implementing a programme of training and development.
6. Provide leadership, guidance and support for staff at all times and encourage staff involvement and ideas.
7. Complaints and feedback mechanism in place for both staff and service user to ensure continual improvement.

## What people told us

For this inspection, we gathered people's views in a variety of different ways. We asked the service to hand out the following prior to inspection:

- Ten care standards questionnaires for people who experience care from the service and all were returned
- Ten staff questionnaires. Five staff responses were received back
- We spoke with four staff on the phone and met with five staff who were, at the time, receiving training.

During the inspection we met with five people who experienced support from the service and some family members, who were present when we visited. This meant through the course of our inspection we gained the views of:

- Fifteen people who experience support from the service

- Two family members
- A housekeeper employed by a person using the service.

Some of the views shared with us were:

- 'Several people who had used another care at home service said that their care and support was like 'night and day' and 'chalk and cheese' to tell us how positive they felt about the change in provider.'
- 'The staff are cheerful and have a good sense of humour.'
- 'Angela and George are totally committed to providing the best possible care.'
- 'The housekeeper said that the persons quality of life had improved immeasurably.'
- 'The "girls" are very good, chatty and experiences and there is a continuity of care.'
- 'Angela is so good and totally committed to recruiting a high standard of staff.'
- 'I wouldn't be able to cope if it weren't for Contrast Care.'
- 'My carers are attentive and gentle and always explain things to me.'
- 'Considering my mother spends all day in bed the integrity of her skin is really good.'
- 'My mum recognises the carers and her face lights up when they come into her room.'
- 'They treat me with kindness and courtesy and I am afforded time for the visits and do not feel rushed.'
- 'I was initially worried about using the service but my fears were groundless.'
- 'I have nothing but praise for Angela and her staff.'
- 'They are all angels and we were very happy with the care and support. The staff always responded with kindness and had the utmost respect for my mother'.

Comments from the questionnaires:

- 'The carers are professional and work to a high standard. They are friendly and involve me in my care. I am very happy.'
  - 'Their professionalism is evident in their understanding of my mothers varied needs and requirements. Full marks to the whole team who visit here'.
  - 'They are all a good team.'
  - 'The carers are a lifeline to me as a young adult with a major physical disability. They all go over and above to ensure all my needs are met on a daily basis. 5 stars!'
  - 'The carers who provide the service are excellent and they are helpful and thoughtful at all times.'
  - 'I am very happy with the quality of care and support from this service: it is consistently high and impressive. The staff, whom I like and who show me respect, are particularly good at acknowledging my specific needs and dealing with them appropriately. I owe Angela my sincere thanks and appreciation for the work she does.'
  - 'Every carer in Contrast Care is first class. It is not a large company so over the years you come in contact with all of them. They care. They also provide support and are always ready with a smile and a sense of humour. I applaud them all and count myself very lucky indeed.'
- One relative commented that they felt there was not enough time allocated to assist their mother with her personal care in the morning. When speaking with this person they had not contacted the manager to discuss this. They stated that this was not a reflection of the carers.

## Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own improvement plan and quality assurance paperwork. These demonstrated their priorities for development and how they were monitoring of the quality of the provision within the service.

## 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

The overall evaluation for the care and support was to a very good standard. However, the care and support people experienced from the service was excellent.

People and their relatives all indicated that they were extremely happy with the level of care and support offered from Contrast Care. They always knew who was visiting, which enabled people to forge positive and meaningful relationships. New carers were always introduced to people as part of their induction. People said that all the staff were happy, cheerful and some said that staff went out of their way to help and support them. The manager worked closely with people as part of the initial assessment, the review process and also took part in delivering direct support. People very much appreciated this and felt there was a real commitment from the manager to providing quality care.

The support plans were very much person centred and outcome-focused, which meant that the care that was offered was based on people's preferences and needs. These had a strong link to the Health and Social Care Standards. Staff were confident about using these to ensure that the care and support that was offered and given, was based on best practice. The daily recording was respectful, meaningful and related to the support plans. It was clear to see how outcomes were to be measured and it was clear to see how people were consulted and involved in their plans. There were some areas that could be further developed so that there was clearer directions for staff. In addition, where issues had been raised there could be clearer evidence of how this had been addressed.

Reviews had taken place on a regular basis and this had improved since the last inspection. Outcomes were discussed, how these were being met and any changes or developments in care and support were highlighted. Key workers had been developed and staff said that they were involved and their views and opinions were always sought prior to, or during, the review. It was clear that people were consulted and involved in their care. The service was to ensure that any decisions were clearly reflected and addressed. When visiting people, it was not always the case that they had a copy of their most recent review.

### Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 5 - very good

## Quality of staffing

### Findings from the inspection

The overall evaluation for staffing was to a very good standard. However, the care and support people experienced from the service was excellent.

Staff recruitment continued to be of a high standard and the manager was very aware of trying to recruit the right people for the team. This fitted with the values and aims and objectives of the service.

Induction was of a good standard and assisted staff with getting to know the service and their values. Shadow shifts formed part of induction and how often this took place was dependent on staff's confidence and prior experience. Mandatory training was given before staff started to work with people. There was a review at the end of the induction/probationary period so that their learning and competency was assessed.

Staff were trained appropriately to carry out their job roles. There was a training plan, which identified what training was needed and had been carried out. The manager maintained information about when staff needed to update and refresh their mandatory training. Face to face training was organised, as well as online training. Staff told us that training opportunities were good, and we spoke with a group of staff who were about to commence their infection control training that evening. People felt that staff were knowledgeable and skilled to carry out their roles.

The manager had addressed the need to improve how often supervision took place. This was of a very good standard, as it gave staff the opportunity to discuss aspects about working with their client group. They were strongly linked to the Health and Social Care Standards, which meant that they were constantly looking at good practice and aligning these to aspects of the standards. When speaking with staff they said they had a good knowledge of the standards and where they felt that care could be improved, they used the standards to assess positive outcomes. Practical observations of staff practice took place and were recorded and staff were being praised for their work and if needed, discussed how they could improve.

The manager was committed to developing staff in their roles and also their personal growth within the service through the use of SVQ levels 3/4.

Staff told us that they felt very well supported by the manager. They had opportunities to talk about how they felt about their work and to discuss any issues they may face, as part of their day to day work with people. Team meetings were regularly held, and the minutes showed that they spoke about their support of people, good practice, sharing of the outcomes from surveys of people's views and any training that was being arranged.

There was an extremely good website for staff to access so that they could see training calendars, policies and procedures, the company vision and Scottish Social Services Council (SSSC) information. Staff were either registered with SSSC or in the process of.

Dementia training formed part of the service's development plan and this was going to be carried out using the

SSSC materials, which was linked to the Promoting Excellence Framework. Speaking with people/relatives who lived with dementia and in some cases where there was a cognitive impairment, it was the case that staff treated people with dignity and respect and involved them in the care they were receiving.

The service could look toward offering staff training in relation to the management of falls. There is a pack available 'Managing falls and fractures in care homes' and although this was for 24-hour services, there was some aspects of this that was transferable to a Care @ Home service. This would mean that people's ongoing safety at home was considered.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## Quality of management and leadership

### Findings from the inspection

The overall evaluation for staffing was to a very good standard. However, the care and support people experienced from the service was excellent.

Feedback, from people who used the service and the staff, was very complimentary about the service and felt that it was of a very good standard.

All the people we spoke with said that they were visited by the manager and felt very much supported by her. She also worked 'hands on' with people and they felt that this was a very positive way to maintain contact with them. It also provided opportunities to informally talk about their experiences. The timing of reviews had improved. This meant that there was also a formal way that people were involved with their care and support.

The way the service managed the quality assurance aspect of the service had been further developed since the last inspection. From the records we viewed there was evidence that all aspects of the service were taken into account and that any areas for development and/or improvement were being planned for. These were recorded on the improvement plan and an action plan was being used and regularly reviewed, to ensure that areas were addressed.

Surveys were used and showed how people felt about the service. If there were any areas that they felt this could be improved, these were added to the improvement plan. It would be good practice to share the outcomes with people who used the service to show them the continued commitment the service was taking on their behalf.

Where complaints had been made, there were clear records of how these were being managed and there was an openness to working together to improve outcomes. These were also shared with staff at their team meetings,

so that they were all aware of outcomes and any changes to the way they supported people, or the overall management of the service.

There was a good website that people could access to show the service's 'vision', what the service did and how ongoing improvements were taken forward.

## 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

#### Recommendation 1

The provider should put in place comprehensive and robust quality assurance mechanisms that:

- evaluate all areas of the service highlighting areas for improvement or development
- then allows the provider to create an action plan to address areas that require improvement or development and
- continually monitor performance within the service.

**Health and Social Care Standards which state that, 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.' (HSCS 4.19).**

This recommendation was made on 1 June 2018.

## Action taken on previous recommendation

The service had introduced comprehensive quality assurance systems which showed how they were assessing and improving the overall service.

Therefore, this area for improvement has been met.

## 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

| Date        | Type        | Gradings  |
|-------------|-------------|---|
| 16 Apr 2018 | Unannounced | Care and support 5 - Very good<br>Environment Not assessed<br>Staffing 4 - Good<br>Management and leadership 4 - Good     |
| 6 Apr 2017  | Unannounced | Care and support 5 - Very good<br>Environment Not assessed<br>Staffing 3 - Adequate<br>Management and leadership 4 - Good |



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