

## Elite Care (Scotland) Ltd Support Service

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Type of inspection: Announced (short notice)  
Inspection completed on: 9 March 2018

**Service provided by:**  
Elite Care (Scotland) Ltd

**Service provider number:**  
SP2003002515

**Care service number:**  
CS2004084731

## About the service

Elite Care offer services to adults, young adults and children who experience mental health and physical difficulties within their own home. However, at the time of this inspection, there were no children receiving care from the service. The service we inspected covered various areas such as Kirkcaldy, Dundee, Edinburgh, Cupar, Tayside and Perth.

The hours of delivery provided by the service vary in relation to what outcomes people choose. The service offers services such as personal care, shopping, light housework and administration of medication.

The service states that its aims and objectives are:

"Elite Care aims to provide high quality care to their clients. The service aims to support clients to remain in their own homes, rather than going into long-term care or hospital. The service encourages our clients to remain as independent as possible and achieve their own personal outcomes which are set during the initial assessment and reviewed at least six monthly or more frequently if required.

Elite Care is committed to meeting and promoting the National Care Standard Principles of Dignity and Respect, Compassion, Be Included, Responsive Support and Wellbeing. Our clients are aware of how they can complain to us if we are not providing a good service and also the role of the Care Inspectorate".

## What people told us

We sent out questionnaires to clients and their relatives to find out what they thought about the service and we received 33 completed questionnaires. We also visited clients in their own home whilst shadowing staff.

Comments received during the inspection from clients and their relatives included:

"They're good; it's always the same girls now"

"They send me rotas and phone my sister if someone is going to be off sick to tell her who's coming"

"They go through my red book (personal plan) with me"

"They always treat me with respect"

"If someone new is starting they always come with someone I know first"

"I am involved with my personal plan"

"They treat me with dignity and respect and we have a laugh"

"They treat me like a human; not a numpty"

"They do become your friends"

"I can't say there is anything that would make things better"

"I get a phone call from the office every three-four months to see if I'm still happy with the service"

"The care workers I have are generally good and I'm hugely grateful for the service"

"(Carer's name) who regularly attends to my gran is excellent; great attitude and always willing to help. I hope she gets some good feedback following this"

"As it is the same carer we get for the six hours care we have in a week we are happy with the care and companionship given"

"Overall the service is very good. Some carers are absolutely excellent; others less so. Occasionally a new carer has arrived without warning. However, with fixed times and a small regular team, the care provision is very impressive. Emergencies (e.g. falls) have been well handled. We really appreciate all the help".

## Self assessment

We did not request a self assessment this year. We discussed and considered the service's own development plan as part of this inspection.

## From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of staffing	not assessed
Quality of management and leadership	5 - Very Good

## What the service does well

One area for improvement highlighted during the previous inspection was to develop a participation strategy. We found during this inspection that this had been done. The participation leaflets described the different ways clients and their families could voice their opinion on how well the service was doing and suggest areas for improvement.

The service was involving clients and their families/friends in decisions about their everyday life. This ensured they could participate in planning their care and support, activities and meals.

Regular newsletters were sent out to keep people up-to-date with service planning and delivery. Satisfaction questionnaires were also sent out to gain People's view on the service and suggest areas for improvement.

Clients had support plans that had assessments to help staff measure specific risks to their health and well-being. Most of those we sampled were found to be fully completed and the content evaluated to inform practice. We highlighted improvements that could be made (please refer to 'what the service could do better' below).

The service had invested in a new IT software system. This highlighted when all quality assurance phone calls and review dates were due in advance. We saw that reviews had taken place timeously with minimal exception.

We looked at a sample of medication administration records (MARs) and found the majority of these to be fully completed. We highlighted improvements that could be made (please refer to 'what the service could do better' below).

During our inspection we saw that clients were supported to take part in a variety of different activities and had the opportunity to achieve their goals; for example, staff had supported one client to eventually book her trip to Ireland to visit family and another to join the gym and go swimming. Clients confirmed they enjoyed their time with Elite staff and they always chose what they wanted to do.

Staff told us they felt well supported in their role and felt 'listened to'. They participated in team meetings, regular supervision and an annual appraisal which gave them the opportunity to discuss any issues. They also had plenty training opportunities including e-learning. The service had policies and procedures in place for the safe recruitment of staff. We saw that these were adhered to. This ensured that unsuitable people were not employed to care for vulnerable adults.

The manager had systems in place to measure the quality of the service and encouraged clients, families, stakeholders and staff to highlight areas for improvement.

## What the service could do better

We saw that some personal plans stated 'apply creams to affected areas' however, the type of cream or ointment was not mentioned. Although the preparations were prescribed on the MAR (medication administration recording) sheet it would be helpful if there was information in the personal plan to signpost staff to this.

Although we saw care and support reviews were being carried out regularly, in one instance a copy of the updated personal plan had not been placed in the client's house. We have made a recommendation (1).

We found there were some omissions in the clients' MAR sheets, therefore there was no evidence to suggest the client had received some prescribed medication. We also saw entries of (O) which stood for 'other' and there was no recorded information on what the 'other' was. This meant there was insufficient information to guide staff coming on shift on the administration/non-administration of medication. We have made a requirement (2).

The manager had devised an action plan which was addressing the requirements made as the result of an upheld complaint. We saw that some action had been taken and other action was planned. Please refer to the 'what the service has done to meet any requirements made at or since the last inspection' section of this report. We have made a recommendation (3) regarding this.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 3

1. The manager should ensure that when personal plans are reviewed and changes made, an updated copy is available in the client's house.

National Care Standards, Care at Home standard 3 - Your personal plan have been taken into account whilst making this recommendation.

2. The manager should ensure that there are no omissions in clients' MAR sheets. When prescribed medication is not administered the reasons for this should be clearly recorded.

National Care Standards, Care at Home standard 8 - Keeping Well - Medication have been taken into account whilst making this recommendation.

3. The manager should ensure that the action plan in place to address the requirements from an upheld complaint are adhered to. The outcomes should be monitored and evaluated.

National Care Standards, Care at Home, Standard 4 - Management and staffing arrangements have been taken into account whilst making this recommendation.

## Complaints

Please see Care Inspectorate website ([www.careinspectorate.com](http://www.careinspectorate.com)) for details of complaints about the service which have been upheld.

## Inspection and grading history

Date	Type	Gradings
24 Nov 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
15 Mar 2016	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
6 Feb 2015	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
28 Mar 2014	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
18 Dec 2012	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 6 - Excellent Management and leadership 6 - Excellent
5 May 2010	Announced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
9 Jul 2009	Announced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good

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