

## Elite Care (Scotland) Ltd Support Service

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**Type of inspection:**

Announced (short notice)

**Completed on:**

10 July 2019

**Service provided by:**

Elite Care (Scotland) Ltd

**Service provider number:**

SP2003002515

**Service no:**

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 Fife and Edinburgh.

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. During the inspection 281 people were receiving the service.

The service states that its aims and objectives are:

"Elite Care aims to provide high quality care to their clients. Elite Care 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 Health and Social Care Standards 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 received 23 completed questionnaires we sent out to service users, relatives and staff to find out what they thought about the service. We also visited service users in their own home whilst shadowing staff.

Comments received during the inspection from service users and their relatives included:

"It's excellent. They come four times a day; we have never had a carer not turn up and their time-keeping is excellent. If anyone is going to be late someone phones us to tell us. We have the same carers all the time".

"It's really good; he likes them. The carers all come from his area so he's familiar with them all. If there are any problems the office is really good and sort the problem. The supervisors come out and check the care plan. We get questionnaires to see if we're satisfied with the staff and the service".

"The times are good for us. Everybody is familiar and we have never had a missed visit. The time-keeping is good. We've never had a reason to phone the office but we have the number. They're all very courteous and polite. We couldn't think of anything to improve".

"Carers have a good bedside manner and are caring and cheerful. Some carers are extremely observant and make positive suggestions to help the client. Some carers have a wide range of attributes which is advantageous and some carers have a wide experience outside their role. The carers help, reassurance, patience and encouragement benefit not only the client but the client's family".

"My mother has evening visits from Elite and she is extremely happy with all the carers involved".

## 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:

<b>Quality of care and support</b>	5 - Very Good
<b>Quality of staffing</b>	not assessed
<b>Quality of management and leadership</b>	5 - Very Good

## What the service does well

The service was very good at 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. Clients and relatives told us they highly valued the support they received from staff, office staff and management.

During our inspection we saw that clients were supported to take part in a variety of different activities. They told us they enjoyed their time with Elite Care staff and those that received 'companionship' support always chose what they wanted to do.

The field care supervisors were responsible for carrying out risk assessments on newly referred clients prior to being allocated to carers at the start of the service. They had a good knowledge of the local area and staff skills. This resulted in staff being appropriately allocated to clients to best meet their care and support needs. Clients and relatives told us if they were not happy with a particular carer, a new carer was allocated. This meant clients felt comfortable with those supporting them.

Satisfaction questionnaires were sent out from head office to gain people's view on the service and suggest areas for improvement. Any suggested improvements were followed up on an individual basis by the manager either in person or via the telephone. The manager told us she was going to develop questionnaires specifically for her local service in an effort to make further improvements.

Clients had support plans that had assessments to help staff measure specific risks to their health and well-being. Those we sampled were found to be fully completed (with minimal exception- please refer to 'what the service could do better' - below) and the content evaluated to inform practice. Support plans were fully reviewed every six months with the involvement of the client/relative. Clients and relatives told us they were asked frequently by managers if they were satisfied with the service they received and what improvements could be made.

Staff told us they 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. We discussed with the manager the benefit of having a system in place that would allow her to have a better overview of staff training. She told us a new IT system was being implemented which would enable this.

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. She was aware of her responsibilities to ensure the appropriate staff were registered with the SSSC (Scottish Social Services Council).

## What the service could do better

We found in a couple of instances that some documents within individual care plans were not signed or dated. This could lead to confusion as it would be difficult for a new member of staff to ascertain which care plan was the most up-to-date. We discussed this with the manager who has since informed us that steps have been taken to resolve the issue and prevent recurrence through communication and training.

We saw that there was a lack of formal team meetings; we feel these are important to keep staff up-to-date with operational issues. We discussed this with the manager who has since informed us that these have now been scheduled on a regular basis.

We also saw that there was a lack of formal staff supervision; we feel this is important as it affords staff time to reflect on their practice and plan development. The manager agreed and stated she would re-instate the sessions.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

## Complaints

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

## 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

There are no outstanding recommendations.

### Inspection and grading history

Date	Type	Gradings
13 Jul 2018	Announced (short notice)	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed 5 - Very good Not assessed
9 Mar 2018	Announced (short notice)	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed Not assessed 5 - Very good
24 Nov 2016	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed Not assessed 4 - Good
15 Mar 2016	Announced (short notice)	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed 5 - Very good 5 - Very good
6 Feb 2015	Announced (short notice)	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed 5 - Very good 5 - Very good
28 Mar 2014	Announced (short notice)	Care and support Environment Staffing
		5 - Very good Not assessed 5 - Very good

Date	Type	Gradings	
		Management and leadership	5 - Very good
18 Dec 2012	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 6 - Excellent 6 - Excellent
5 May 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed 5 - Very good
9 Jul 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good

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