

Time 2 Help Ltd Support Service

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Type of inspection: Unannounced
Inspection completed on: 14 September 2017

Service provided by:
Time 2 Help Ltd

Service provider number:
SP2012011815

Care service number:
CS2012307932

About the service

Time 2 Help Ltd is registered to provide a care at home support service. Time 2 Help Ltd's stated vision is "to make a recognised difference for each individual it cares for by providing outstanding one-one care".

The provider offers a service to, primarily older people in the Stirlingshire area. Support is tailored to meet the specific needs and choices of individuals. Support provided includes personal support, domestic support and general support to promote independence and to promote people's involvement in their communities. The staff team consists of the service manager, one lead support worker and five personal assistants. The office base is situated within the manager's home.

What people told us

Throughout this inspection we received feedback from four people who were using the service and six relatives/ carers of people using the service. We sent out Care Standards Questionnaires, and received seven completed questionnaires from people using the service and their carers. We visited people in their own homes, made phone calls and observed staff working with people using the service.

People spoke very highly of the quality of support they received. They talked about support being provided by a consistent staff team who knew them well. They told us communication with the service staff and manager was excellent.

Comments from people using the service and their relatives included;

"The help we get is about what we want, helps us both stay at home"

"Staff so caring and good attitude toward clients, excellent at dealing with us, first class, they are the best"

"Continuity very important, I like the way we are not rushed we are given time. Their caring attitude is so important".

"Very good service, we are very happy with it"

"I contact manager to feedback my observations, communication excellent"

"Service exceeds expectations"

"Mum and I can't speak highly enough about Time 2 Help and the services they provide for mum. Each and every member of staff goes above and beyond each time they come to mum and from my point of view I do not know what I would do without Time 2 Help helping me to care for mum"

"Time 2 Help has been providing respite care for X... and the team have been extremely supportive of him and myself over this period. For the first time in several years I have been able to go away with complete peace of mind knowing that X is being cared for by very friendly staff who spend time with him and don't just rush off when the necessities have been done. X clearly enjoys their visits. Manager has been very flexible and always managed to fit X into her schedule even when I have had to go away at short notice".

"The care mum receives is second to none they go above and beyond to ensure her every comfort. My wellbeing as a carer is also considered and I have been given their support which I much appreciate. I cannot speak highly enough of their service".

"Our mother's carers are all warm, kind and very caring with her when they visit, they take time to chat and prompt her to talk about her life. They are also very supportive to us when we find all the decisions and difficulties a little overwhelming. We are more than satisfied with mum's care".

Self assessment

We did not request a self assessment this year. We discussed the service's own development plan and how it could be improved to show how people's views inform how the service develops.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of staffing	not assessed
Quality of management and leadership	5 - Very Good

What the service does well

We found this service has continued to perform at an excellent level in supporting people to achieve their identified outcomes and goals. The service was built around understanding the specific needs and preferences of individuals and how best to support each person. People told us about their experience of introduction to the service. They told us how they and their family had provided important information about their needs and how they would like to be supported. They told us this information then informed the support they received from staff.

There were established systems in place to review and reflect on the support provided. Formal review meetings were held six-monthly or sooner as required and staff completed daily summary reports of the support they provided. Summary reports were shared with the manager and the service responded promptly to the changing needs of individuals. We could see where adjustments were made to supports in line with people's changing needs and circumstances.

People using the service and their relatives felt listened to, and were confident that their views influenced the development of the service they received.

The manager and staff worked well in partnership with a range of health and social care professionals to ensure people's health and wellbeing needs were assessed and met. Staff monitored people's health and wellbeing during their visits and recognised subtle changes in people's presentation and demeanour. This meant that early indicators of any deterioration in a person's health were picked up on. Relevant professionals were contacted for advice and guidance and this coordinated approach helped promote positive health outcomes for individuals.

Staff had training in a range of health and wellbeing issues which helped them provide people with appropriate, informed support. They spoke highly of the training they received and felt this equipped them well to carry out their role. Staff spoke positively about the support they received from the manager and comments included;

"Manager is always there to help and advise"

"Our manager always goes that extra mile for both the clients and all staff".

Policies and procedures informed the operation of the service and staff were clear about the standard of performance that was expected of them. Key areas of service activity and quality were closely monitored by the service manager.

The manager worked alongside staff members observing their practice, and providing advice and guidance to ensure expected standards were being met. The manager maintained close communication with people using the service and their families. This meant that she was aware of the quality of support being provided and any issues or concerns were addressed promptly.

We heard from people using the service and their relatives about the difference the service had made to their quality of life and in helping them achieve their goals. People told us how staff support meant that they were able to maintain their independence and continue to manage to live at home. They told us they always had the same staff supporting them and this meant staff knew them well and were familiar with how they liked to be supported. We could see staff had built positive relationships with people and their families.

Relatives told us how they were confident with the excellent skills and approach of the manager and staff and this meant they could enjoy some respite, knowing their relative was being well cared for. This ultimately helped them to maintain their caring role.

Overall we found the manager and staff team were committed to providing a person centred, professional service which focused on best practice and continuous improvement.

What the service could do better

The service should develop care plans further to promote a greater focus on the outcomes people want to achieve.

Outcomes focused review documents should be established and should clearly record those who attended, what was discussed and the actions agreed. Care plans, risk assessments and review documents should be clearly signed and dated to demonstrate people's involvement in agreeing their care and support.

We found that the quality assurance systems in place were informal and relied on effective communication from the manager and staff. While this approach has proved effective and has informed high levels of satisfaction from people using the service, we felt a more formal approach to quality assurance should be considered. This has been discussed at previous inspections. We discussed with the manager how embedding formal quality assurance audits and systems would be beneficial especially if the manager were to be absent for any reason and particularly if the service should expand in the future.

A service development plan was in place which set out key objectives for service development and improvement. We discussed during feedback to the manager how this could be improved by including outcomes from quality assurance audits and feedback gained from people using the service, their families, staff and other stakeholders. The development plan could be further improved by recording timescales and agreed responsibilities for action for each area for development.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Inspection and grading history

Date	Type	Gradings	
11 Aug 2016	Unannounced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
26 Oct 2015	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
27 Jan 2015	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
14 Mar 2014	Announced (short notice)	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	3 - Adequate

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