

Time 2 Help Ltd Support Service

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Type of inspection:

Unannounced

Completed on:

16 January 2020

Service provided by:

Time 2 Help Ltd

Service provider number:

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Service no:

CS2012307932

About the service

Time 2 Help Ltd is registered to provide a Care at Home support service. Time 2 Help's stated vision is "to make a recognised difference to each individual it cares for by providing outstanding one to 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, two lead support workers and six personal assistants. The office base is in the manager's home.

What people told us

'When my elderly relative fell and broke their wrist I was really concerned as to how they would manage to continue to live independently at home as the care company she had were not able to continue to support them after 3 weeks of respite care. Thankfully a care package was put in place with Time 2 Help and what a godsend Mouyra and her team have been not only for my relative but for me as well as I live a distance away and can only visit at weekends.

Communication with my relative can be difficult due to deafness and they tend to nod their head without really understanding what has been said, but the team are all exceedingly patient with them and will take time to write things down to make sure they understand. The manager makes herself available to help through home visits with GP and other outside agencies to ensure that other professionals are aware of their day to day struggles with UTIs, incontinence, bleeding, mobility and social isolation to name but a few. The company have robust care plans in place and always listen, respect and work with my relative's decisions. They are always treated with dignity and during the past 3 months when I have had to break sad news of family deaths, the staff have gone out of their way to ensure that my relative is coping and also keeping in touch with me if they have any concerns.

The ethos of Time 2 Help is just what care at home should be about and the Government and larger care companies could learn a lot from Time 2 Help. Not only is my relative receiving help to remain independently in their own home but I have peace of mind knowing that they are well cared for and that the team will let me know immediately of any day to day concerns they may have. I honestly cannot praise the manager and her team at Time 2 Help enough. They are doing a two fold job of supporting my relative and me through their twilight years and for both of us their care and support is invaluable.'

'This document has been completed by the PoA for my relative who has dementia and is housebound. I can confirm that the staff/carers who call and look after my relative are exceptional in their duties and carry out other duties and chores on a daily basis. I have total confidence in the carers, that my relative's needs, care and wellbeing are in good hands and as a company, have the needs of their 'clients' as a priority.'

'Time 2 Help are excellent. The manager has been outstanding in the past year, a year which has seen my relative lose their son unexpectedly. My relative does not need to be involved with their personal plan as I have Power of Attorney and all communications are between me and the carers, primarily the manager. She is very good at updating me about any problems, eg behavioural issues with my relative and we have worked well together to adjust the care details as and when necessary. If we need to extend the time the carers are with my relative, we'll do that and flexibility is something very helpful about Time 2 Help, though obviously they need reasonable notice of any changes, eg dates I will be staying with my relative and therefore standing down the carers for a few days.

The manager is very efficient and very sensitive to good practice, and well informed on all aspects of health and safety and practicalities of caring for someone who needs more support. I should add that my relative is not the easiest of clients for Time 2 Help, but the manager has keen understanding and always ready to communicate about any issues. I can't praise them highly enough.'

'I act as Power of Attorney for (name given) and deal directly with Time 2 Help regarding all care requirements for this person. Time 2 Help have been delivering care for almost a year and their service and professionalism is absolutely excellent. They have transformed their wellbeing during the year and their health is much better now. Time 2 Help carry out all their personal needs and prepare their breakfast. Some days they will take them to the shops or for a run in the country if they wish. They receive a visit every evening to prepare their evening meal and any other requirements. They have arranged for regular cleaning and also a laundry service for clothes and bedding. The director of Time 2 Help, regularly contacts me to discuss any additional needs and gives me an up to date report. The person has a Meccs wrist alarm system from Stirling Council along with smoke, gas and heat detectors. I have also fitted a 'Hive' camera in the hall to monitor the apartment.'

'Time 2 Help has been coming to my relative for five years. We cannot speak highly enough about how all the staff have cared for my relative and made it possible for them to stay in their own home. The whole team starting with Mouyra and Trevor go above and beyond to care for my relative and also support me in caring for them.'

'I was really nervous about having carers in my house but Time 2 Help have been fantastic, they put me at ease right away. The service they provide is fantastic. I can't praise them highly enough. Nothing is ever too much trouble for them and they have initiated changes to my care plan as my circumstances have changed. They have made a huge difference to my family's lives as knowing Time 2 Help come in to help me, my family have the confidence to go to work, university etc. Without Time 2 Help I would really struggle and I do not think I would be living in my family home.'

Self assessment

We did not request a self assessment for this inspection.

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

Quality of care and support

Findings from the inspection

The service continues to support up to 13 people. This means that the staff team has an exceptional knowledge about the individual circumstances of each person supported. A small established team gives this support and this is valued and comforting to the people supported and to their families.

Support planning is person centred and outcome focused. We liked that the documentation asks people what is working well for them and what they would like to be better. The support plan focuses on meeting the needs as defined by the person themselves and those important to them. They are concise and easy to read. The provider continually assesses any changing situations, for example, if someone is unwell and ensures that this information is shared appropriately so that actions can be taken to promote wellbeing. Where social work services need to change the pattern of support in order to address changes in someone's situation, this is done promptly and this approach has helped to ensure that people supported can continue to live at home. This means that people's support plan was right for them because it sets out how their needs will be met and well as their wishes and choices. Ensuring these are updated as needed ensures that they are always a current reflection of the service delivered.

The contact details ensure that relevant people are kept 'in the loop' where appropriate. Regular formal reviews are held and changes made to support where needed. Feedback from families was exceptional. In particular some families who live some distance away were grateful for the support and communication from Time 2 Help.

We were impressed at the focus on social contacts were seen as goals and support from the service ensured that people continued to feel part of their local community. This was a valued aspect of life for some of the people supported. This meant that people were empowered and enabled to be as independent and as in control of their lives as they wanted and could be.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 6 - excellent

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

Time 2 Help Ltd. has been designed to manage the number of people supported and to manage the staff team to give the high quality of support aimed for. The focus has been on delivering an excellent service to a considered group of people rather than focusing on expanding the business. Recent turnover in the staff team has been used as an opportunity to review recruitment, induction and the staffing structure to ensure the quality of service is maintained at a very high standard.

We looked at the staff registration with the Scottish Social Services Council (SSSC). This registration is about to become mandatory and we saw that all of the staff employed were already on the register in advance of the requirement. A strategy was in place to ensure that all staff gained the qualification required to remain on the register.

We saw that a quality assurance system was in place to ensure that an overview of the service was in place. Although the service reaps the benefits of a small service by knowing everyone supported and everyone delivering the support, an overview can help to make future plans to continue developing the quality of the service.

We saw that policies and procedures were available for the service and these were updated as required. This ensured that guidance was available for staff to help them deliver great care. Staff had regular supervision meetings and we saw oversight of their learning and how this helped build confidence in the delivery of support.

We discussed the manager's attendance at meetings with other providers and how this can help with developing the service by hearing how social work, as the commissioning service, are measuring success. We talked with the manager about how they are looking at ways to develop the service and we were impressed with the attention given to how best to meet the needs of people using the service.

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

There are no outstanding recommendations.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at 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
6 Feb 2019	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
14 Sep 2017	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
11 Aug 2016	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed

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

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