

## Time 2 Help Ltd Support Service

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**Type of inspection:**

Unannounced

**Completed on:**

6 February 2019

**Service provided by:**

Time 2 Help Ltd

**Service provider number:**

SP2012011815

**Service no:**

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 three 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 home and observed staff working with people using the service.

People were very happy with the care and support they received. The service has a small and dedicated staff team and people appreciated the responsiveness and consistency of the care they received from people they felt knew them and their needs well.

Comments from people using the service and their relatives included:

"Happy with Time 2 Help visiting me. The staff buy the extra things I need. Appreciate this very much - they do it in their own time. Like all the staff. Could not manage on my own. Time 2 Help help me to stay in my own home."

"My male carer shares my sense of humour and I enjoy some of the silly conversations we have. I also like the fact that I have been able to get to know my main carers - perhaps one of the strengths of a smaller company."

"Mum and I cannot praise the manager and the team at Time 2 Help enough but we are very aware that recently they have been finding it very difficult to recruit staff which means that they cannot always give Mum her preferred times in the morning and means that there is an impact on my life. We know this is not how they want to operate but we do appreciate that they are giving all their clients a wonderful service. Always with a smile and kindly words. Time 2 Help give Mum and I wonderful support"

"We need the service just now and staff are doing a good job. No complaints. Excellent care from everyone who has come in."

"I had a very bad experience with another Care provider who didn't arrange an initial planning visit, turned up an hour late on the first day then refused to come into the house as I have a dog so I was very nervous when Time 2 Help got in touch. However, they came to introduce themselves and immediately put my mind at rest. I was also very embarrassed about having someone come in to help me shower and dress but they couldn't have been nicer. Time 2 Help have been coming in for almost a year and I can honestly say they've changed my life. All the staff are lovely - it's like having friends coming in to help me. Nothing is too much trouble for them and they always go the extra mile - even defrosting my car one morning so I could go out. They are always cheerful and I get a lot of benefit from having a chat and a laugh every day.

Time 2 Help has also changed my family's life. They can now go to work/college without having to worry about me getting showered and dressed on my own and they know I'm being given breakfast and a lunch prepared for me. I cannot stress enough what a wonderful company they are - every care company should be like them and I'm so grateful that they came into my life."

## Self assessment

We are not requesting services to submit a self assessment for this inspection year.

## From this inspection we graded this service as:

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

## Quality of care and support

### Findings from the inspection

We found this service has continued to perform at an excellent level in terms of the care and support people receive.

The service is small by choice, with a small service user base and small staff team. This means that people receive a highly individual service from the same group of people who get to know them, their needs and how they like their care to be provided to them. The service understand that good care is best provided by establishing a warm and trusting relationship where people are encouraged to express their needs and desired outcomes and their care is built around this premise.

Care planning is person led and outcome focused. The service has developed new documentation which asks people what is currently working well for them and what they would like to be better. The care plan focuses on meeting needs as defined by the person themselves and those important to them. They are concise and easy to read. The service recognises and responds flexibly to each person as a unique individual and fully engages them in decisions which affect their health and wellbeing. This meant that people's care plan was right for them because it sets out how their needs will be met as well as their wishes and choices.

We saw people being supported to achieve a wide range of outcomes which were individual to them, both practical and social. For one person using the service this was about reducing the support as far as is possible and no longer requiring a lunch time visit to minimise the disruption of his and his family's daily life and activities. For another it was about promoting social inclusion and encouraging somebody to re-attend an activity that had fallen by the wayside due to poor health. In this way people were supported to participate fully as citizens in their local community in the way that they want.

From looking at care plans, speaking to people using the service and observing staff as they worked it was clear that care and support were provided in a way that was person led and not service led. The manager and staff pay a lot of attention to detail, and really listen to the people using the service. Care and support was not task centred and people received the things they asked for and needed in the way that they wanted. Staff get to know people very well and responded promptly to changes or deterioration in their skills or needs, and we could see changes being made to their support quickly in line with this.

Formal reviews were held, but the service was consistently responsive to people's needs and worked with external professionals regularly to ensure people were reassessed if required and received what they needed to an extent that exceeded the requirements demanded of them by legislation. This coordinated approach helped promote positive health outcomes for individuals. 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

### Findings from the inspection

The service aims "to be an employer of choice where employees feel challenged and rewarded in a team that is successful by not only caring for clients but caring about them." Staff received a robust induction. The manager worked alongside staff members observing their practice, and providing advice and guidance to ensure expected standards were being met, which gave them confidence to carry out their role. Communication between management, staff, people using the service and their families was of a very high standard. This meant that the manager was aware of the quality of support being provided and any issues or concerns were addressed promptly. People experienced staff speaking and listening to them in a way that was courteous and respectful, with their care and support being the main focus of people's attention.

Policies and procedures informed the operation of the service and staff were clear about the standard of performance that was expected of them. Staff received training in a range of areas we would expect to see which helped them provide people with informed support, and at the right time. Staff received high quality supervision which focused on developing the supervisee in a way that is centred on achieving better outcomes for people using the service and the people important to them. This meant people could have confidence in staff because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes.

People told us about the positive difference the service had made to their quality of life and how staff support (and the consistency of the staff team) meant their independence was promoted and they were enabled to continue to live at home. Staff had built very positive trusting relationships with people and their families. This informed high standards of service provision for people and also contributed to reducing carer stress.

The quality assurance systems in place were informal and relied on effective communication between the manager and staff, and this was discussed with management at feedback (and has been discussed at previous inspections also). Whilst we can see this approach has proved effective and there are high levels of satisfaction from people using the service, we felt a more formal approach to quality assurance should be considered. We discussed with management that 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.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## Quality of management and leadership

This quality theme was not assessed.

## 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](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
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
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

Date	Type	Gradings	
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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