

Time 2 Help Ltd Support Service

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Type of inspection: Unannounced
Inspection completed on: 11 August 2016

Service provided by:
Time 2 Help Ltd

Service provider number:
SP2012011815

Care service number:
CS2012307932

About the service

Time 2 Help Ltd registered with the Care Inspectorate on 16 July 2012 to provide a support service - care at home. The service is provided by Time 2 Help Ltd, a company.

The provider offers an excellent service to primarily older people who have various needs such as physical, emotional and social support. The team consists of 10 staff, inclusive of the manager, who deliver a service to 22 service users at the time of inspection.

The service covers geographical areas such as Stirlingshire and Perth and Kinross West and the office is situated within the manager's home.

The service aims state: "Time 2 Help Ltd is a best in class personal support service with a strong identity providing support 365 days of the year. Our aim is to have totally satisfied clients that will help spread the word in the circle of their lives."

What people told us

"My dad had a bad experience with another service, now he smiles when the staff from Time To Help come in, we trust them and feel confident to leave the house for a while"

"I thank my blessings every day for the Time To Help"

"They are amazing, I know them all and each staff member is great, I cannot fault any of them"

"I used to be treated terribly by the previous provider, since using Time To Help I feel like good about myself again"

"It's like chalk and cheese, the staff treat me like a human being, I feel like a million dollars"

"My dad's outcomes were definitely understood and the approach used and style of approach made me smile"

"I shall never forget the immense love and support we both received during my dad's final days"

"The manager and staff always go the extra mile"

"I feel like it's heaven"

"My mum is so happy with the kindness and attention to detail she is receiving on a daily basis since Time To Help took over".

Self assessment

We discussed how to improve the content of the self-assessment in relation to how the provider demonstrates the evidence of the different themes.

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

What the service does well

As a result of our inspection we found this small provider was performing at an excellent level in offering a service to older people living in the local community.

We heard from people and their families who told us the service had made a significant impact on their quality of life and outcomes. They also discussed their negative experiences with previous providers which had resulted in a decline in their health and wellbeing. However once they had moved to Time 2 Help they experienced a massive improvement in all aspects of their lives.

As part of the inspection we looked at six service user files picked at random. We saw there was detailed information about people in relation to their medical needs such as dementia, eating, drinking and continence management.

The individual care plans demonstrated the outcomes that people had chosen for themselves and where they were reviewed every six months to monitor any changes. We saw daily recordings of outcomes being achieved with people.

We saw continuous and consistent discussions about people's health requirements which were followed up by staff and the manager with referrals being made to the appropriate health professionals timeously.

The manager routinely visited people on a weekly basis to check the service delivery was satisfactory. This offered the opportunity for any problems to be addressed quickly and instilled confidence in the people using the service and their families.

As an added measure of quality the manager also ensured that she was on shift with new workers to ensure their induction was to the high standards she expected. As a result people were offered consistency of care and an excellent service which met people's outcomes in accordance with their care plan.

The manager told us how her team would support people if they had been admitted to hospital at the end of life stage and would not have the person be alone at this time. This was a comfort for people and their families.

One person we visited told us that she took responsibility for the induction of her staff. This demonstrated how the person was in control and empowered in relation to how her service was delivered.

The staff team told us that following their shift they gave the manager a verbal handover by phone in relation to how people had been throughout the day. This offered good practice regarding the exchange of information and communication.

We looked at surveys and questionnaires completed by people who use the service. All of the feedback was excellent from both parties which is a measure of the service delivery. We received little negativity in relation to the provider.

One example of best practice was observed when we met with a person who had both a hearing and sight impairment. The form of communication she had chosen to use was sign language. We saw how skilled and effective the staff were while engaging with her. We were able to gain her positive views of the service by the worker interpreting.

We observed personal hygiene methods being carried out on every visit by all staff. We could see this was embedded in their practice. This ensured peoples health and safety whilst in close contact with staff.

During our inspection we listened to what staff had to say about their experience with Time 2 Help. The feedback we received was very positive and they felt Time 2 Help was an excellent service which positively enhanced peoples lives. Some comments from staff were as follows;-

"Both the managers are outstanding and they go above and beyond for both service users and staff

"I love coming to work and feel grateful for being part of the 'Time to Help' team"

"I shadowed the manager over a period of days and I realised very quickly the standards were very high and I was relieved"

"I feel the care provided is of a high standard with attention to detail"

"I am very proud and privileged to be part of the team at 'Time To Help', I believe we make a massive difference on a daily basis"

"I came from a different provider to Time To Care and cannot believe the difference in relation to standards and commitment"

"We can phone the manager for any support we need, she is very approachable"

"Time is allocated to people on an individual basis and taken into account on the rota".

The managers are very committed to delivering a high standard of care to meet people's outcomes and as a result the staff team worked to this ethos and expectation.

The provider used a person centred and compassionate approach, the person was very much at the heart of the service delivery. We were told by relatives and service users that the staff team continually went above and beyond their role. We were given examples of these such as how they supported people at the end of life stage and how this continued beyond the person passing away. The manager felt privileged that they could offer peace of mind to relatives at a difficult time in their lives.

The service was flexible and able to respond to people's changing needs quickly. We heard of examples where the manager and staff had challenged other agencies tirelessly to achieve people's rights and what they were entitled to.

We looked at staff files and saw that supervisions had taken place regularly. The content demonstrated that the manager discussed best practice with staff and encouraged positive and critical reflection of the work they had carried out.

Staff were very aware of the high expectations from the manager and were committed to reaching these standards.

What the service could do better

The service should ensure their systems regarding risk assessment are developed and used to influence decision making in a structured manner and documented within personal files.

The provider should apply their recruitment process to all perspective staff to reflect best practice in relation to all checks being in place before start dates are given.

Supervisions for all staff members should be carried out in accordance with the provider's standard.

The manager should find creative ways of improving attendance at staff meetings and encourage staff to take responsibility for agenda items to be discussed.

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
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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