

Poppy Homecare Housing Support Service

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Wallyford
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Type of inspection: Announced (short notice)
Inspection completed on: 22 March 2018

Service provided by:
Poppy Homecare Ltd

Service provider number:
SP2014012378

Care service number:
CS2014332525

About the service

Poppy Homecare Ltd operates from an office base in Wallyford, East Lothian. The service is registered to provide a combined housing support/care at home service to adults with learning disabilities and/or physical disabilities living in their own homes and in the community.

This service has been registered since 2015. At this inspection the service was supporting 16 people. In the main, the service provides one to one support for social interaction/accessing activities in the community, usually supplementing people's other care arrangements. Staffing comprises of the owner/manager, three support workers and part-time administrative support.

Poppy Homecare states its aims are:

- to assist our service users to achieve their aspirations, and to enjoy as high a quality of life by adopting empowerment as much as possible.
- to make all our service users feel they are highly valued and empowered.
- to promote life skills and independence.

What people told us

We received views from four people using the service, all which were very positive.

During the inspection we joined one person during a support visit. We saw that they were very comfortable with their support worker, knew the manager and other staff members well and clearly enjoyed their support time.

Comments included:

"My life is better, I get out more. I've been to the theatre, I go to a keep fit club and I get help to get to appointments. I like the staff, the manager is funny. I'd recommend Poppy to others".

"My support plan explains that I have anxieties. The manager and I plan what we're doing a week in advance, so I always know what we're doing. I trust him and I'm happy in his company. When I go on overnight/weekends away we always have a planning meeting beforehand. I get to plan what I want to do. Staff listen to me and are always interested in what I do and say. I'm able to say if I want extra hours added to my support. If there's something on in the evening that I want to go to, staff are happy to come with me. We have a regular review where we can talk about our views. I am really happy with the service I receive".

"It's a very good service. The support plan is very flexible, I need a plan that does not force me to do things to a timescale. Staff know me well, I have built up trust as I see the same person all the time. They know how to support me as they listen to my needs and act accordingly. Staff give me a lot of help to achieve independence. I can email my staff with feedback and I have regular reviews. There aren't many issues but any are dealt with promptly and efficiently. I can't remember support ever being cancelled. This is a wonderful organisation".

"It is nice to have a friendly face come in and discuss activities we could do. They always look on the positive side of what we can do in the future, when I feel up to it. The staff always make me laugh and they make sure I am comfortable and happy. There's always a regular member of staff there until I feel comfortable with a new staff member. Staff go above the call of duty in the event of an emergency. The manager comes in to check I am happy with the service and if I need anything else. I would like social work to increase my hours".

We contacted a number of **relatives** of people using the service for their views. Comments were very positive and included:

"Staff know my relative well and make an effort to understand them and tailor activities to suit their needs. The staff are responsible adults, new staff have been introduced sensitively. There are review meetings".

"Poppy Homecare can provide female support workers which has reduced stress and improved my relative's quality of life. As Poppy are based in East Lothian and don't have a base in the city it means that support is generally 'on the move'. My relative can find this tiring. My relative is comfortable with and likes the main support worker and has recently been introduced to another worker and this seems to be progressing well. At the moment I am happy with the quality of the support. I hope that as the relationships develop, staff may be able to help my relative change aspects of their weekly timetable that sometimes cause them concern. Communication with the manager is easy and I appreciate being able to discuss any aspect of the support frankly. The manager makes a point of speaking to my relative by telephone each week and is about to start having a monthly meeting at the office. I appreciate this as I know that developing a trusting relationship can be very good. I am aware of the manager's previous experience and have confidence in what he aspires to deliver. My one concern is the level of autism training available for staff and how well training opportunities can be achieved within a small service".

"I contacted Poppy through a recommendation of another parent. I knew from our first contact that this was the right service for my relative. Support is provided by the manager, who has been very understanding, realising that sometimes my relative requires more or less support. The manager has helped to improve my relative's quality of life - from getting a hair cut to just having someone else to chat to. The manager has a very laid back approach and this works out perfectly. My relative is very happy and very at ease in his company. The manager has worked hard to support my relative through many ups and downs which has been a great help to the family. The manager is very approachable of our situation so we feel more than happy to discuss any issues we have and he will often go the extra mile. He offers advice if requested and is happy to offer person centred options to help improve my relative's independence".

"Setting up this support for was very efficient and client specific. The manager and support worker spent time with my relative and me to get a full understanding of needs and to formulate an appropriate care plan, in the most sensitive manner. They put my relative at ease so that my relative could explain issues, which they felt empowered doing. My relative has had two sessions with a support worker so far and has felt comfortable with her. This service has given my relative the opportunity to spend time doing things that they are interested in with someone out with her family which they have never been able to do before. This support has hugely enriched their life. My relative feels safe with the support worker who understands their condition and needs. My relative is excited about future activities as they share many common interests. I am extremely satisfied and impressed with this service".

We also contacted a number of **professionals**. Their views included:

"Poppy have supported a couple of my clients with complex health needs. They have worked well with both the clients and their carers to achieve improved outcomes. Poppy have worked with social work to raise adult protection concerns, for example, reporting missed medication when supporting a client in a care home setting. I find the manager to be very helpful and flexible. When on one the service users goes into respite, Poppy are able to provide morning care at the respite. My client is familiar with them, and they know his morning routine. If the manager has any questions he will phone to seek clarification. He has completed care plan reviews with families and social work".

"The manager and staff have been excellent. Outcomes in reducing social isolation have been particularly good for a client who had been largely housebound for many years. After building a positive relationship with Poppy workers, they have now attended the theatre, cinema, bowling and her quality of life has greatly improved. The manager is available and responsive. He clearly has great knowledge and expertise of learning disabilities and autism, and judging by the outcomes for my client so do his staff. Poppy communicate urgent concerns to myself and assist with managing them. For example, concerns were raised about another service who support this person not performing their contracted duties. Thanks to Poppy staff communicating this to me this was investigated, found to be true, and appropriately dealt with".

"I was looking for a small package of care for someone who was living with parents and had become socially isolated - they had been waiting for over a year. There was a problem identifying a provider for a few hours per week. Once I had contacted Poppy I was immediately struck by the manager's professionalism, overall manner and communication skills. We arranged a joint visit to meet the client. At this meeting the manager was very respectful, attentive and professional, explaining how the service would work, support plans and identifying risks. He explained how he liked to keep in regular contact with service users and families. I left feeling confident that they would be able to provide a person-centred service. The manager's previous experience came across very clearly. This was replicated when I approached the manager regarding another client who needed some support to engage with the community. The manager follows any commitment through. If he can't provide a definite answer to a question, he will give a time-frame to follow it up and then do so. I would fully expect that the outcomes that have been identified will either be being achieved or the focus will be on how to do so. My sense is that Poppy Homecare will recruit the right kind of staff for a service that works with vulnerable individuals as I feel they have the necessary core values that would be expected and required to provide such a service".

"I have always found that Poppy Homecare have responded professionally and appropriately to family requests along with social work expectations. The manager has been very honest in his commitments and has turned down packages of care where he feels he could not staff appropriately. We have had no missed visits from Poppy homecare".

Self assessment

We are not requesting self-assessments from providers for this inspection year. Issues relating to quality assurance, acting on feedback from people using the service and the quality of the service's improvement plan are considered throughout the inspection.

From 1 April 2018 the new "Health and Social Care Standards" will replace the existing Care Standards. These Standards seek to provide better outcomes for people who experience care, and services should now be familiarising themselves with these. We would encourage services to prepare for the implementation of the standards by working with staff and people experiencing care to raise awareness and explore what they mean in their specific setting, and consider how they impact on their work.

The new Health and Social Care Standards, available at: <http://www.gov.scot/Resource/0052/00520693.pdf>

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of staffing	4 - Good
Quality of management and leadership	not assessed

What the service does well

People received a high quality support which delivered very good outcomes for people. The service worked hard to build relationships with each person, listening to and fully understanding their wishes and needs. In this way the support was individual, responsive and effective.

People were very happy with the service and expressed how important it was to them. Typically people received support to develop their leisure/social activities and this was generally for a few hours each week. Some people also used the service for respite and short breaks.

The service was making a real impact on the quality of people's lives. People were:

- supported to get out and about, to try new experiences,
- encouraged to make social connections,
- helped to gain more confidence using buses/trams,
- invited to join some group activities such as the Wednesday group and a new Theatre group,
- encouraged to take regular exercise at a keep fit club,
- helped to shop for personal items,
- helped to attend appointments,
- encouraged to learn new skills, apply for college,
- offered weekends away and encouraged to develop their independence when staying away from home.

Staff evidenced that the organisation's values were put into practice, which meant that the person receiving support was at the centre of actions and decisions.

The manager was in very regular contact with people and their families. He provided some of the direct support and took part in group activities. He conducted an annual satisfaction survey. We saw that recent feedback was very positive. People could be confident that their views were listened to and acted upon.

The quality of information in service users' files had improved. The service maintained up to date support plans and risk management plans which provided detailed guidance on how best to support someone. In addition there were notes of all support visits and any other communication. We saw records of six monthly reviews with people and families.

There were very good systems for important information to be passed on to team members.

People had confidence in the staff supporting them. Safe recruitment practices were followed, including a probationary period. Records showed that staff received induction and mandatory training, covering essential topics such as adult protection. They had good access to ongoing training, including specific training to support individuals. Supervision encouraged staff to reflect on and develop their practice. Staff had frequent contact with the manager, but were confident and capable working autonomously. Staff said:

- "The manager provides lots of support, the induction was carried out at a gentle pace. You are introduced to clients and only work with them when you feel ready".

Staff showed warmth, compassion and respect for people. Care practice met the principles of the new Health and Social Care Standards.

The manager was registered with the Scottish Social Services Council (SSSC) and had recently completed a management qualification fulfilling part of his registration condition. Support workers were in the process of

registering with SSSC. The manager intended to support staff to achieve SVQ 3 in order for them to meet registration conditions.

We welcomed the development of a short breaks policy and a staff handbook.

The manager confirmed plans for team development sessions in the coming year.

The service had an open and receptive approach to improvement and worked well with us, sharing all necessary information.

What the service could do better

We repeated a recommendation to review and update the service's aims and objectives and provided some guidance around this (**see recommendation 1**).

We made suggestions to strengthen the draft money handling policy, so that procedures best protect service users and staff.

We advised that it is good practice to record all decision-making, when appointing new staff.

The manager acknowledged that he could share more information about staff training/qualifications and that he could seek service user's/relative's views to inform future training needs.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. Organisational aims and objectives should be up-dated and have a clear link into all aspects of the service, including staff development.

Health and Social Care Standards: I have confidence in the organisation providing my care and support.

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								
2 Feb 2017	Announced (short notice)	<table> <tr> <td>Care and support</td> <td>4 - Good</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>4 - Good</td> </tr> <tr> <td>Management and leadership</td> <td>4 - Good</td> </tr> </table>	Care and support	4 - Good	Environment	Not assessed	Staffing	4 - Good	Management and leadership	4 - Good
Care and support	4 - Good									
Environment	Not assessed									
Staffing	4 - Good									
Management and leadership	4 - Good									
13 Mar 2016	Announced (short notice)	<table> <tr> <td>Care and support</td> <td>3 - Adequate</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>3 - Adequate</td> </tr> <tr> <td>Management and leadership</td> <td>Not assessed</td> </tr> </table>	Care and support	3 - Adequate	Environment	Not assessed	Staffing	3 - Adequate	Management and leadership	Not assessed
Care and support	3 - Adequate									
Environment	Not assessed									
Staffing	3 - Adequate									
Management and leadership	Not assessed									

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