

# Inspection report

## Hazelhead Homecare Housing Support Service

Block 4  
Tantallon Court  
Castlehill Industrial Estate  
Carluke ML8 5UF

**Inspected by:** Rick O'Dowd  
**(Care Commission Officer)**

**Type of inspection:** Announced

**Inspection completed on:** 28 January 2008

**Service Number**

CS2004070597

**Service name**

Hazelhead Homecare

**Service address**

Block 4  
Tantallon Court  
Castlehill Industrial Estate  
Carluke ML8 5UF

**Provider Number**

SP2004005809

**Provider Name**

Hazelhead Homecare Ltd

**Inspected By**

Rick O'Dowd  
Care Commission Officer

**Inspection Type**

Announced

**Inspection Completed**

28 January 2008

**Period since last inspection**

12 months

**Local Office Address**

Hamilton

## **Introduction**

Hazelhead Home Care offers a range of services to individuals in their communities. The service has been operating for 11 years and was registered by the Care Commission in November 2004. The service operates from three bases in Carlisle, Cumbernauld and Ayrshire. Their aim is to provide a service which supports service users to live an "independent life". The service is currently assessed as requiring a medium level of regulatory support.

## **Basis of Report**

This report was written following an announced inspection which took place in January 2008 by one Care Commission Officer.

This service was inspected after a Regulation Support assessment (RSA) was carried out to determine the intensity of inspection necessary. The RSA is an assessment undertaken by the Care Commission Officer (CCO) which considers: complaints activity, changes in the provision of the service, nature of notifications made to the Care Commission by the service and action taken upon requirements. The CCO will also have considered how the service responded to situations and issues as part of the RSA. This assessment resulted in this service receiving a low RSA score and so a low intensity inspection was required as a result. The inspection was then based upon the following Inspection Focus Areas and associated National Care Standards Care at Home and Housing Support:

- Protecting People Adult Protection

During inspection evidence was gathered from a number of sources including:

A review of a range of policies, procedures, records and other documentation, including the following:

- Support Plans
- Incident Records
  
- Discussion with the Registered Manager
- Discussion with the Operations manager
- Discussion with 2 Service Users
- 14 Questionnaires completed by staff
- 30 Questionnaires completed by Service users
- 9 Questionnaires completed by Service users' representatives

All of the above information was taken into account during the inspection process and was reported on. Questionnaires were sent to a sample of Service Users and their representatives from all geographical areas in which the Service operates.

The Fire (Scotland) Act 2005 introduced new regulatory arrangements in respect of fire safety on 1 October 2006. In terms of those arrangements, responsibility for enforcing the statutory provisions in relation to fire safety now lies with the Fire and Rescue service for the area in which the care service is located. Accordingly, the Care Commission will no longer report on matters of fire safety as part of its regulatory function, but where significant fire safety issues become apparent, will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Further advice on your

responsibilities is available at [www.infoscotland.com/firelaw](http://www.infoscotland.com/firelaw).

### **Action taken on requirements in last Inspection Report**

Information about complaints that have been upheld or partially upheld can be found on the Care Commission website.

There was one requirement made since the last inspection. Action had been taken to meet this.

### **Comments on Self-Evaluation**

The Self-evaluation had been completed and helped to inform the inspection.

### **View of Service Users**

Comments from Service Users were very positive. All but one indicated they were satisfied with the Service or very satisfied. The same person stated that she had previously complaint about her service but that it had not improved. The majority were aware of the complaints procedure. One person commented, "Everything is fine, staff are friendly and thorough. Another stated "the staff are polite, friendly and very professional"

### **View of Carers**

All of the comments from Representatives of Service Users were positive and indicated they were satisfied or very satisfied with the service. Comments included:

"The staff are first class...we cannot speak highly enough of them."

"The care staff so far have been a delight with nothing being a problem"

"The Level of care is excellent".

## **Regulations / Principles**

**Regulation :**

**Strengths**

**Areas for Development**

## **National Care Standards**

### **National Care Standard Number 4: Care at Home - Management and Staffing**

**Strengths**

This standard was only inspected in relation to the Protection of Vulnerable Adults Focus Area and also relates to Housing Support Services standard 3.

The Service had an Adult Protection/Adult Abuse Policy (See Areas for Development). There had been no adult abuse concerns since the last inspection. The Service offered a range of training opportunities which contributed to the safety of adults. (See Areas for Development).

**Areas for Development**

The Adult Protection/Adult Abuse Policy was limited in the extent to which it defined procedures and offered guidance to staff. (See requirement 1) The Service did not have a copy of the "Area Inter-Agency Adult Protection" procedures (See recommendation 1). There was no specific training in relation to Adult Protection/Adult Abuse procedures. (See requirement 1)

### **National Care Standard Number 99: Other Issues Related to National Care Standards and Regulations**

**Strengths**

There was one recommendation from the previous report:

1. A procedure should be introduced for re-checking existing staff with Disclosure Scotland. National Care Standards, Care at Home, Standard 4 Management and Staffing

Action had been taken to meet this.

**Areas for Development**

None identified at this inspection.

**Enforcement**

There has been no enforcement action against this service since the last inspection.

**Other Information**

None at this time.

**Requirements**

1. The Care service must review and develop its existing Adult Protection Adult policy to meet the needs of its service users.

This is in order to comply with SSI 2002/114 Regulation 4(1)(a) - a requirement that providers shall make proper provision for the health and welfare of service users.

2. The care service will ensure access to appropriate training in adult abuse issues and use of associated policy and procedures to all staff with access to service users.

This is in order to comply with SSI 2002/114 Regulation 13(c) – a requirement to ensure that person

employed in the provision of the care service receive – (i) training appropriate to the work they are to perform

**Recommendations**

1. The care service will obtain a copy of the local inter-agency policy.

NCS Housing Support Services Standard 3.1 Management and Staffing Arrangements and NCS Care at Home Standard 4.1 Management and staffing.

**Rick O'Dowd**

**Care Commission Officer**