

Guardian Live In Care Support Service

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Type of inspection:
Announced (short notice)

Completed on:
20 December 2024

Service provided by:
Guardian Live In Care Limited

Service provider number:
SP2020013575

Service no:
CS2020381007

About the service

Guardian Live-In Care is a live-in care service for people who wish to remain living in their own homes throughout Scotland. The service aims to provide an alternative to residential care services providing 24-hour care and support. The service focuses on people's support needs, hobbies and interests, and the outcomes they wish to achieve in order that they may live their lives to the fullest. The service started to deliver the service over the last six months with three people receiving live in care.

About the inspection

This was a short notice inspection which took place between 11 and 20 December 2024. The inspection was carried out by one inspector from the Care Inspectorate. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- Spoke with two people using the service and one representative
- Spoke with five staff and management
- Observed practice and daily life
- Reviewed documents.

Key messages

- Care and support was very person-centred
- People were able to continue to be involved with their community and interests
- People were very happy with the support they received
- Staff were very happy with support they received from management.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	5 - Very Good
How good is our leadership?	4 - Good
How good is our staff team?	5 - Very Good
How well is our care and support planned?	4 - Good

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

5 - Very Good

We found significant strengths in aspects of the care provided that supported positive outcomes for people, therefore we evaluated this key question as very good.

We observed warm and respectful care and support from people's companions. The comfortable relations were obvious, and people liked having their companions there. One person told us they "enjoyed the company and felt safe knowing someone was with them." This meant people felt safe and secure.

Where an individual required more support, for example with moving and handling, another care team supported the companions, and the local authority responder service provided additional support for any unplanned care needs. Therefore, people were assured their care was supported by the appropriate staff.

We reviewed medication administration and recording systems and found them to be very good quality. This meant people received the right medication at the right time.

People attended medical appointments, including hospital admissions, where the companions continued to visit and support them while they were in the hospital. This meant people were supported with any health concerns by people who knew them well.

People's interests were at the heart of the support, and whether at home or out in the community, people enjoyed activities that interested them.

Home-cooked meals were provided based on dietary requirements, for example, softer meals. People decided what they wished to eat. This meant people had meals and snacks to their liking.

How good is our leadership?

4 - Good

We evaluated this key question as good, where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

The aims and objectives laid out the service's direction and expectations. This meant people considering the service had clear information about what to expect from the provider. Alongside this, the service's improvement plan, demonstrated the actions they took to ensure correct systems were in place as the service developed, for example internal audit tools. As the service was in its early stages, we will review the service improvement plan's development at the next inspection.

Both staff and people using the service complimented management and the support they received. We reviewed supervision documentation which recorded discussions and observation of practice and found this to be of a good standard. This meant people benefitted from good leadership and oversight. Management made weekly visits and phone calls to staff, and as the service grows, we will review the staff support arrangements.

How good is our staff team?**5 - Very Good**

We found significant strengths in aspects of the staff arrangements and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

Companions lived with the person they supported over an extended time, making them available throughout the day and night. They took time off during the day, and people accessed alternative support through community alarms if needed. Other companions, matched through the recruitment process, covered annual leave. As a result, people received consistent support from companions matched to them.

A thorough recruitment process involved people and families in recruitment decisions. The service ensured the companion matched with the individual. The person receiving care and support, their family or representative, the potential companion, and leaders jointly achieved this with a meeting and a trial period. This ensured people were fully involved in the decision as to who would provide their care and support.

The induction covered aspects of care, such as meal preparation and accurate recording and reporting. Companions completed a three-month probation period, during which their practice, including relationship building, was assessed. They had opportunities to reflect on their practice. We reviewed training records, which were up-to-date and covered topics like adult support and protection and skin integrity. This meant people benefited from well-trained and confident companions.

Companions told us they received good support from leaders and said, "There is always someone at the end of the phone for guidance."

The provider planned to develop connections between companions, such as a virtual book club, to ensure companions did not feel isolated. We plan to review these at the next inspection.

One representative told us they were very happy with the support and felt the companion was a good fit. They felt the person receiving care and support was much happier than in their previous service.

How well is our care and support planned?**4 - Good**

We evaluated this key question as good, where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

The care plans provided detailed information about individuals' preferences and interests. They showed a person-centred approach that indicated that the plans were jointly developed with the individuals receiving care or those familiar with them. Due to this care was planned flexibly around what was important to people.

However, one of the plans missed information, such as up-to-date falls risk assessments. We were assured as care had recently commenced the support plan was still being updated and relevant risk assessment would be completed as a priority ensuring companions had all the necessary information to provide safe care. We will review this at the next inspection.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
How good is our leadership?	4 - Good
2.2 Quality assurance and improvement is led well	4 - Good
How good is our staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good
How well is our care and support planned?	4 - Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	4 - Good

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