

Orkney Responder Service Support Service

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Unannounced

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Service provided by:
Orkney Islands Council

Service provider number:
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CS2010237161

About the service

The Orkney Responder Service is registered with the Care Inspectorate to provide a support service to people in their own homes. People are supported to live independently through telecare and a mobile responder service.

The mobile responder service consists of a team of trained staff with access to a fully equipped vehicle. They provide both routine and emergency responder services to people in their own homes throughout the Orkney mainland and connected South Isles. It is available 24 hours a day, 365 days a year. The responder service is known as the red team. Additionally, the service had been operating a green team, which consisted of some staff who supported people for a short term period. This team was not fully operational at the time of the inspection due to staff vacancies.

About the inspection

This was a hybrid inspection type which took place between October and December. 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 a number of people using the service and a number of their family/legally appointed guardians;
- spoke with three staff and management; and
- reviewed documents.

Key messages

- People were happy with the service they received.
- The service offered people and their family reassurance.
- Concerns about someone's health and wellbeing were passed on to the most appropriate health professional.
- Recruitment had been difficult and the service was using agency staff.

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

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 and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

People experienced warmth, kindness, compassion, and a calm approach when staff supported them. The service was very good at being there for people when they needed them most. This offered them reassurance, as well as reassuring loved ones that support was there if needed. People described staff as:

- 'Kind and helpful'.
- 'Nothing is a bother to them'.
- 'They always ask if there is anything else they can do'.

Occasionally, people received support which took longer than expected. This was caused when a few calls were received by the service at a similar time. Where this happened, alternative contacts were approached to see if they could attend, to minimise any delay.

People's health and wellbeing needs were being met and we found there was good communication between the service and various health professionals. For instance, with local GPs, with community nurses and other appropriate professionals, like physiotherapy, or occupational therapists.

People were supported in ways which were safe because staff had received training to do their jobs right. For instance, staff had received training in infection, prevention and control practices, which enabled them to keep people safe when they visited.

How good is our leadership?

4 - Good

We made an evaluation of good for this key question, as several important strengths, taken together, clearly outweighed areas for improvement. Whilst some improvements were needed, the strengths identified had a significant, positive impact on people's experiences.

People benefited from a staff team who understood their roles and responsibilities. Staff were supported by managers when they needed them. They took their safety seriously and followed safe practices in place for them as lone workers.

The staff team were made up of a small number of contracted employees, with most of the vacancy cover being provided by agency staff. At times there were challenges with rotas. Staff explained they had needed to be very flexible, to ensure that agency staff could fit in to help support the service. Whilst this was not ideal, it was the situation the service found themselves due to the level of vacancies.

Because of the nature of the service, quality assurance processes were minimal as the service responded to emergencies within people's homes. There were a number of areas where the service was doing well within quality assurance and there was good communication around improvements.

The improvement and development plans needed to be updated to accurately reflect the current nature of the service. For example, the short-term support team, known locally as the green team, had not been in operation for some time. This was due to change though in the near future, enabling that short term support to be offered once again within the service.

Managers and leaders recognised that there were competing priorities, which meant their time was often split between different services. This was in reflection of wider resource challenges; however, this had not caused a negative impact on people's experiences.

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
1.1 People experience compassion, dignity and respect	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
1.5 People's health and wellbeing benefits from safe infection prevention and control practice and procedure	5 - Very Good
How good is our leadership?	4 - Good
2.2 Quality assurance and improvement is led well	4 - Good

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