

Caledonia Social Care (West) Support Service

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Type of inspection:

Unannounced

Completed on:

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Service provided by:

Caledonia Social Care Limited

Service provider number:

SP2016012833

Service no:

CS2016353182

About the service

Caledonia Social Care (West) has operated since April 2017 and is registered with the Care Inspectorate to provide a care at home service to adults living in their own home.

Caledonia Social Care (West) provides services in East Renfrewshire, Renfrewshire, Glasgow and West Dunbartonshire.

The service aims to offer flexible and personalised home support services that enable people to live independently in their own homes and remain connected to their local community. They can provide support and stimulation for the person in their own home, respite for carers and flexible care for special occasions and emergencies seven days a week.

What people told us

We carried out visits to some people who use this service and also spoke with some by telephone. They told us:

"The service saved my life, best thing that ever happened. I manage to get out"

"The service has made a difference keeping E active. I feel that wife is better at interacting after the visit and also gives me respite for a couple of hours."

"It is great they really got to know A before they started to visit and he is very comfortable with them."

We also had Care Inspectorate questionnaires returned. These were very positive with one comment being: "Caledonia Care provide excellent support, their staff are compassionate and well trained. Those who organise the services are always helpful and respond to changing needs as quickly as is practically possible-as a carer I feel well supported"

Self assessment

We did not ask the service to submit a self-assessment before inspection.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of staffing	5 - Very Good
Quality of management and leadership	4 - Good

Quality of care and support

Findings from the inspection

The service had carried out a survey of people who used the service with the results collated and sent to them. An action plan was devised and shared based on the survey findings. There were very high levels of people who agreed they were treated with dignity and respect and they feel listened to. There were lots of comments about the positive impact the service had on their quality of life. However the result was lower when asked about consistency, stable and right number of staff with 6% not happy with this. One comment noted was "too many

changes when assigned worker on holiday."

There had also been a few missed visits. We discussed possible reasons and how this had now improved however we have made this a recommendation.

Support plans were well written, person centred with outcomes identified and guidance to support people to remain as independent as possible. There was evidence of family member's involvement in the development of the support plan. This meant the plan had relevant information to ensure it would meet the persons support needs. We discussed some ways to improve the detail, such as ensuring relatives names were recorded. This would give staff topics for chat and encourage reminiscence.

At feedback we discussed epilepsy support plans. The one we looked at was unclear about how long staff should wait before they telephoned for an ambulance. We were confident this was an area the management team would improve.

Support plans had well completed risk assessments and we could see these were updated if, for example, someone had a fall. These contributed to keeping people safe.

Review meeting minutes were detailed and well written. If areas of improvement were identified the plan was updated to ensure the support continued to meet the person's changing needs. There was good evidence of service user and carer involvement with their comments noted.

Support worker feedback sheets were well written with a good level of detail. These were used to keep staff up to date with what support had been carried out. We have asked the service to ensure the writing is legible as some were difficult to read.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The service should continue to improve support offered when regular worker is not working.

This is to comply with Health and Social Care Standard 4.15

I experience stability in my care and support from people who know my needs, choices and wishes, even if there are changes in the service or organisation.

Grade: 4 - good

Quality of staffing

Findings from the inspection

We looked at recruitment and found safer recruitment procedures were used. Application forms had full work histories, two relevant references and evidence of interview questions asked to try to identify values and how prospective staff members would deal with situations.

A full induction was completed for each new staff member with evaluations being carried out to gather their views on its effectiveness. New staff had opportunities to shadow experienced staff. This gave them a chance to ask questions and meet service users they will support.

Mandatory training was up to date, with dementia skilled training for support workers and enhanced level for managers. Whilst all staff were aware of the new Health and Social Care Standards we have asked the service to continue discussions with staff around how they use these when delivering support.

Team meetings give staff an opportunity to come together to discuss any issues they had and minutes showed staff were involved in the meetings. We attended a team meeting and can confirm staff views and opinions were encouraged, staff clearly felt at ease and able to raise topics for discussion.

A staff survey had been carried out. This gave staff another opportunity to give their views. The results were mainly positive with an action plan for any issues raised.

Staff were very highly thought of by people who use the service. This was clear from the service's survey and through speaking with people ourselves. When asked about the quality of staff people we spoke with told us:

"Very good"

"Staff even had a playlist for A for the music he enjoys"

"Was initially wary but they took time to get to know Mum and feel the carer was matched to her. "Can't praise the care workers enough, I feel very involved."

"Staff are wonderful, I can't fault them"

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of management and leadership

Findings from the inspection

Medication training was detailed but observations of staff practice in regards to administration of medication was not then carried out as part of the induction. We would expect to find evidence of new staff being observed to ensure they were using correct medication procedures. This will contribute to service user's health and well-being.

We discussed the on-going support of new staff. They had their first supervision after six weeks and although we were told there is on-going support after induction there was no evidence of this.

(Recommendation)

Care plan audits were carried out with any issues noted and passed on to the relevant team. This check ensured care plans were being updated to maintain the level of relevant information required by staff to deliver consistent care and support.

We expect to find an improvement/development plan in all services as a method of self-assessment as providers were no longer asked to submit a self-assessment to the Care Inspectorate. However the service did not have one. The plan should be developed from any issues raised such as through questionnaires, review meetings or inspection. This would ensure the service continued to develop and improve the quality of care and support it provided.

The management team were good at keeping staff and service users up to date with what was happening through letters and phone calls. People who use the service told us they felt well supported by office staff if they called them, with calls always returned if message left.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. There should be clear evidence of support received by new staff.

This is to comply with Health and Social Care Standards 3.14

I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes.

Grade: 4 - good

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

There are no outstanding requirements.

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

There are no outstanding recommendations.

Complaints

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

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

This service does not have any prior inspection history or grades.

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