

Community Care Choice Housing Support Service

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Telephone: 0141 423 3200

Type of inspection: Unannounced
Inspection completed on: 4 May 2017

Service provided by:
Community Care Choice Ltd

Service provider number:
SP2005007220

Care service number:
CS2005088402

About the service

Community Care Choice (the service) is registered with the Care Inspectorate to provide a combined Housing Support/Care at Home service.

The service provides personal and domestic support to enable people to remain in their own homes. This includes: 24 hour sleepover, escorting, personal care, shopping and befriending.

During the inspection we found that the service had established good links with other agencies such as health and social services and was very active in the community. For example it sponsors an inclusive football team (Giffnock Soccer Centre Disability/ASN team) and The Nest resource centre in a local school.

We decided that the service was very good at providing staff training, for example Scottish Vocational Qualifications in social care.

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com.

What people told us

We had the opportunity to speak with relatives and clients during the inspection being told:

"They are a great bunch."

"Always on time."

"Our son loves it when his team are with him."

"Easy to call the office and sort things out."

"Nothing is ever a bother."

"Excellent."

"Support me to get on with my life."

Returned care standards questionnaires from clients and families commented:

"The service has consistently been exceptional."

"The carers are genuine and committed to and are sensitive to his changing needs."

"..... has just returned from a short break with his favourite carer. It's testimony to the carer that he did this for "

"The support staff helped me through a very hard time and continue to make a hard time a little easier."

"I cannot thank Community care choice enough for providing this for me."

"All staff are very approachable and helpful at all times and are just a phone call away."

"I know I can go into the office at any time without an appointment."

"All staff are courteous, very respectful and respect needs at all times."

"We could not be more happy and confident in the service they provide."

Self assessment

The service was not required to submit a self-assessment.

From this inspection we graded this service as:

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

What the service does well

During this inspection we found that Community Care Choice (the service) had a positive impact on both the client's and their family's lives. We found that the staff, manager and proprietor had the client at the centre of their work. We found very good examples of people being supported to: live at home, socialise, go on holiday, work in Sunny Govan radio and Celtic Park, maintain internships and be involved in activities including cycling and skiing.

When we talked with clients and families we were told that staff were friendly, supportive and person centred in their approach. We were told that staff worked to promote social inclusion, choice and control by, for example, supporting clients and families involvement in reviews and with benefit applications and appeals.

When read support plans we found them to be person centred and outcome focused, providing a picture of the client, what was important to them and their needs, protocols and wishes.

Support plans, and conversations with staff, showed that the service had good relationships with health and social care professionals, such as care managers and GPs. To help clients receive an appropriate level of service and have their opinions listened to the proprietor has build up relationships with local and national politicians.

We saw that the service reviewed the support it was providing and involved external agencies as required. By doing this the service aimed to make support meaningful, focused and of value to everyone concerned. The service told us that the did not take on 15 minute support packages as this did not, in their opinion, allow a good worker/client relationship to build.

When we spoke with staff they spoke highly of the ethos within the service and management team, saying that they were approachable and open to suggestions.

Staff told us that they were provided with regular: team meetings, training opportunities, supervision and appraisals and that additional training was arranged if the were asked to meet a support need they had not been required to do previously. The manager was making sure that staff undertook dementia awareness training.

We were told that staff induction, risk assessments and associated policies were being updated. We saw evidence of this when we discussed the service's safe bathing and thermometer maintenance guidelines. These were added to during the inspection.

The service has very good quality assurance systems in place. We saw that staff, clients, relatives and external agencies are asked a range of questions to find out how the service could improve. When we read returned questionnaires we saw a high level of satisfaction with the service.

The manager and staff were aware of the need to register, when required, with the Scottish Social Service Council (SSSC) and to keep their training up to date.

What the service could do better

The service should continue seek clients views regarding service development and improvement.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

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 Jun 2016	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
30 Apr 2015	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good

Date	Type	Gradings	
7 May 2014	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
2 May 2013	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
24 Apr 2012	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	4 - Good
10 Jan 2011	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
3 Feb 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
5 Feb 2009	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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