

## Gowrie Care Limited - Dundee North Housing Support Service

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Type of inspection: Unannounced  
Inspection completed on: 12 September 2017

**Service provided by:**  
Gowrie Care Ltd

**Service provider number:**  
SP2003000083

**Care service number:**  
CS2006136194

## About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website [www.careinspectorate.com](http://www.careinspectorate.com)

The service was previously registered with the Care Commission and transferred their registration to the Care Inspectorate on 1 April 2011.

Gowrie Care Limited - Dundee North, is a combined housing support/care at home service and is provided to people living in their own homes in a number of geographical locations in Dundee.

## What people told us

We spoke informally with people who used the service during this inspection. We also received feedback from people through care standard questionnaires which were completed prior to the inspection. People told us;

'They are always on time and I just like all the staff.'

'They help me manage my money and are there to talk to when I need them.'

'They treat me with respect.'

'I feel good about the amount of time they support me.'

'Their care plan is usually discussed with members of their family before any major changes are made.'

'Staff encourage them to be as independent as possible and assist them with tasks if required.'

'Our relative feels very safe and risks assessments are carried out continuously.'

'Our relatives keyworkers are excellent in relation to their training and skills required to care for them.'

'Support plan gives a good overall individual approach and overview of support needs.'

'Staff are professional and friendly'

'Staff are approachable and will act quickly on any family concerns raised.'

'It is unsettling when staff change but I get the opportunity to help interview prospective new staff.'

## Self assessment

We did not request a self assessment prior to this inspection. We discussed the service improvement plan that is regularly reviewed and updated by the staff team to reflect areas of strengths and areas for development.

## From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of staffing	not assessed
Quality of management and leadership	6 - Excellent

## What the service does well

During this inspection we considered evidence presented in relation to the quality of care and support and the quality of management and leadership.

There continued to be very good detail in support plans that made reference to other relevant guidelines. People told us why they needed the service and about the different support they received. For example, support with domestic tasks, budgeting and paying bills which helped them to maintain a home of their own. Social support and support to engage with other professionals and agencies was all detailed within plans. Plans were evaluated regularly and relevant people were invited to contribute to formal reviews.

People were supported to engage with other agencies/groups to help improve their health and wellbeing. For some people this was other professionals such as community nurses, psychiatry and psychology whilst for others it was participating with community groups such as slimming groups and advocacy.

Where guardians had been appointed for people, there was very clear information about the powers that guardians had and agreements about what powers had been delegated to staff in the service. Clear protocols were seen in files in relation to people's vulnerability and any risks associated with this. Where relevant there was reference to any legal orders or restrictions and how these would be managed in consultation and partnership with legal representatives.

We observed positive relationships between staff and people who used the service. Staff were knowledgeable and enthusiastic. We observed a staff handover in one part of the service. Staff worked well together to consider what was working well for people and what may help to improve support for people. For example the introduction of pictorial information and colour co-ordination to help people understand information about medication regimes.

People were supported to engage with other agencies/groups to help improve their health and wellbeing. For some people this was other professionals such as community nurses, psychiatry and psychology whilst for others it was participating with community groups such as slimming groups and advocacy.

A range of tools were used to help evaluate the quality of the service and to help promote the skills and knowledge of staff. For example, medication audits, file audits and spread sheets to help managers plan and prioritise activities such as supervision, team meetings and reviews. There was a further management tool used to help ensure actions agreed through these key processes were progressed to conclusion and had the desired outcome for people.

The development of a consultation tool using the outcome star to support people to express their views about the service and how it could improve for them had progressed. We saw actions agreed with people where they thought their support could be improved or provided in a different way to meet their needs.

An area for development suggested at last years inspection was to consider how feedback received from people who used the service, families and other stakeholders could feature more clearly in the service improvement plan. The management team had developed a 'survey monkey' questionnaire that had been made available to families and other stakeholders to express their views. At the time of this inspection, the managers were collating the feedback received which would be used to inform the service improvement plan.

Overall, we maintained the grades of 'excellent' when evaluating this service. This was reflective of the ongoing commitment of staff to work with people to identify where the service could improve for them and to take appropriate action to address areas for improvement.

## What the service could do better

The alignment of personal plans to the outcome star was hopefully nearing a conclusion which would see documentation more streamlined with a clearer focus on personal outcomes for people. This development had the potential to provide information about people in a more accessible format.

At the time of this inspection the provider were in the process of restructuring their current registered services in the Dundee area. We discussed with the manager the need to ensure that the provider submits relevant variation requests to the Care Inspectorate to ensure that the conditions detailed on their registration certificates was accurate. Variation requests were duly submitted on conclusion of this inspection.

## 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](http://www.careinspectorate.com).

## Inspection and grading history

Date	Type	Gradings	
19 Oct 2016	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 6 - Excellent Not assessed
18 Nov 2015	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 6 - Excellent 6 - Excellent
16 Dec 2014	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 6 - Excellent 5 - Very good
21 Jan 2014	Announced (short notice)	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 6 - Excellent 6 - Excellent
12 Feb 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 6 - Excellent 6 - Excellent
28 Nov 2011	Announced (short notice)	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 6 - Excellent Not assessed
21 Oct 2010	Announced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed Not assessed 6 - Excellent

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