

Carewatch South Lanarkshire Housing Support Service

108 Carlisle Road
Ferniegair
Hamilton
ML3 7TX

Telephone: 01698 207993

Type of inspection: Unannounced
Inspection completed on: 24 November 2017

Service provided by:
Ferneicare Limited

Service provider number:
SP2004005752

Care service number:
CS2004082101

About the service

The service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1st April 2011. Care Watch South Lanarkshire was registered with the Care Commission in September 2004, as an integrated Housing Support and Care at Home Service.

The service's office base is located in Ferniegair South Lanarkshire and is accessible by car, bus or train.

The service aims to, "assist those in need to live as securely and comfortable as possible, to encourage independence, provide the highest standards of care, maintain competitive and sensible fees and promote privacy, dignity, choice and independence, self-determination and integrity of all those involved in providing and receiving services".

Planned services are currently provided for 92 people, within their own home environments and local community.

What people told us

We received 3 completed care standards questionnaires from relatives of those that use the service, feedback given included:

"Time keeping is excellent so far"

"Would prefer slightly different times for visits, in order to help with morning and evening routine"

"Some staff are very efficient and caring, going above and beyond, other carers not really interested or motivated to prompt for encouraging feeding or dressing".

We visited 3 people who use the service, feedback included:

"Excellent, promote independence"

"Happy, all very good rota sent each week, excellent all the girls are helpful, excellent"

"Absolutely fantastic".

We spoke by telephone with 4 people who use the service, feedback included:

"Very good"

"Covers all my needs, if I ask them to do anything they would do it"

"Very good service, love them all,..... same people all of the time, know who is coming in my door, very satisfied with what I've got"

"Talk about anything with Maureen, I am quite pleased with what I get".

Self assessment

The service was not asked to produce a self assessment for this inspection.

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

The service continues to have a high level of Communication including newsletters, memos, surveys, house visits and telephone calls. The agreement document, for those that use the service, is currently being translated into braille with a person that uses the service involved in proof reading of the document.

The planned review cycle remains the same as last year, with services being regularly reviewed every four to six months. Reviews sampled as part of this inspection were meaningful and outcomes fed into action plans that were followed through by the Supervisor. Support plans sampled were up to date and copies were found in the homes of those that use the service. The care delivery note log, completed by staff following each care session, had a section for staff to record any changes or concerns and who they had reported these to. This information feeds into the review process and there was generally very good evidence that staff input improved outcomes for those that use the service.

The review process now includes a prompt to discuss how those that use the service can be involved in the recruitment process. This included sitting on the recruitment panel, giving views on the key attributes for a good care worker and questions they would like to be asked at interview. This approach allowed all of those using the service to be included if they wanted to. The service plan to use the information gained at the next recruitment event.

The Director and Registered Manager meet on a regular basis. As part of the management meeting they update their quality action plan for the service and discuss all of the quality assurance indicators. Management communications sampled showed that the Registered Manager was proactively communicating with other external Health and Social Care professionals, to ensure good and safe outcomes for those that use the service.

The service recently conducted their annual quality assurance survey for those that use the service, their relatives or main carers and staff. The results were fed back by the Registered Manager, by memo on 11th November. Eighteen people who use the service took part. We concluded that the comments made were similar to those made during this inspection.

The inspection found the service was well organised, with those that use this service having a regular staff team. There was regular and frequent opportunities for those that use this service, to take part in reviews and give opinions on the service and how it could improve.

What the service could do better

The service is expanding the range of documentation available in braille, with the assistance of someone currently using the service. The service could consider accessing training opportunities for staff to learn more about braille and other communication skills, to assist communication with those that are partially sighted or those experiencing hearing difficulties.

The service could consider running an additional survey each year, for those that use the service and staff, to focus in on a specific element of the service, with results feeding into training activity.

The service could consider using the quality assurance data they discuss and record at the management meeting, to produce a periodic quality assurance report, for those that use the service, staff and other stakeholders.

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	
11 Jan 2017	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 6 - Excellent Not assessed
12 Feb 2016	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good
27 Mar 2015	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good
13 Dec 2013	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good
8 Jan 2013	Unannounced	Care and support Environment	5 - Very good Not assessed

Date	Type	Gradings	
		Staffing	4 - Good
		Management and leadership	4 - Good
28 Sep 2010	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
26 Oct 2009	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
24 Oct 2008	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.