

## C-Change Scotland Housing Support Service

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Inspection completed on: 16 March 2018

**Service provided by:**  
C-Change Scotland

**Service provider number:**  
SP2004006578

**Care service number:**  
CS2004070912

## About the service

C-Change Scotland provides a housing support and care at home service to adults and young people (aged 5-16) with learning disabilities and/or physical disabilities or mental health issues. The service is managed by C-Change Scotland which is a registered Scottish charity. The organisation's head office is based in Glasgow. The service has been operating since 2004 and has been registered with the Care Inspectorate since the Care Inspectorate was formed in 2011.

C-Change provides individualised support to people who may live in their own home or live within the family home. Support provided to people ranges from a few hours a week to 24 hours a day. At the time of the inspection the service was provided to one person living in Argyle and Bute, one in West Dunbartonshire, three in Falkirk and 51 people living in North Lanarkshire and Glasgow.

The registered manager and practice and development leader co-ordinate the overall running of the service with support from area leads. Support advisors locally manage the staff teams of personal development workers who provide direct support to people.

The aim of the service is "to offer creative and flexible support, enabling people who use the service to have a good quality of life, while maximising the life opportunities".

## What people told us

We gathered feedback from people who were using the service and their families or representative. One relative raised specific concerns which we passed to the manager to take forward. Overall feedback was positive and comments included:

"The team looks after me."

"They're helping me to get a new cooker."

"I get help with budgeting. But I'm in charge of my cheque book and bank card."

"C-Change listen to me."

"C-Change make me choose my own staff. They come and ask me if I like the person."

"C-Change is good if there's any problems."

"I know staff well - they have taken me on holiday the last few years."

"I'm happy with my team. There were some I didn't like and the support advisor sorted it out."

"It's good to just get that wee bit support."

The views of external stakeholders were also sought as part of the inspection. Feedback suggested that any issues raised were sorted out very quickly and in a non-confrontational way.

## Self assessment

Services were not required to submit a self assessment for this inspection. However the manager shared the organisation's own self assessment plan 17-18. It contained some good information with a focus on examples of outcomes for people supported by the service.

## 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

A key strength of the service continued to be its focus on delivering support for each person based on their individual needs and wishes. People were central to decisions about how their service was planned, designed and delivered, including selecting the staff who supported them. It was clear from people we spoke to that they considered themselves an essential part of their team, they liked their workers and their suggestions were listened to. This had led to very positive outcomes for them in terms of improved confidence and living skills, increased independence and being valued members of their community which contributed to their overall health and wellbeing.

There were a range of opportunities for people to continue to have a say on their support through regular reviews, team meetings and surveys as well as day-to-day interactions with their workers and support assistants. People could also be involved in the wider organisation through board meetings and conferences. One person we spoke to had been supported to present their experiences of support and their achievements at a recent conference.

Staff were motivated to help people to have a good quality of life. Self-managed teams meant workers had specific responsibilities in the service. Regular peer support meetings gave them the opportunity to resolve issues and included training and discussion on an area of practice. This along with the promotion by management of information on best practice developments in social care showed an emphasis on staff development in line with a continuous learning approach.

Staff told us they had good teams and were well supported by support advisors, area leads and each other. We heard of good training opportunities and additional training to meet people's specific needs. Staff demonstrated effective working relationships with other agencies which meant that prompt action could be taken when needed to ensure the best outcome for people.

C-Change was committed to promoting a culture where human rights were central to the way they worked and a recent retreat for support advisors and area leads gave them the opportunity to reflect on the ideas and philosophies that underpinned their work and look at ways in which they could use these to encourage best practice.

## What the service could do better

The Improvement Council clearly gave people a role in making decisions about the future direction of the service but it continued not to be representative of everyone using the service. A system of quality checkers was currently being developed that would enable the views of more people to be heard. We will consider its effectiveness at the next inspection.

In general, personal plans contained accessible information on the support required to meet the person's identified outcomes and provided enough detail where there was a specific need. We discussed ways in which they could be improved further including offering staff additional training in identifying outcomes as some plans described inputs rather than outcomes.

We found a situation where a person's care plan was not followed and considered that a longer induction for new staff may have helped to avoid the situation that led to the plan not being followed. The practice and development leader agreed to look at the induction process for this team to minimise the risk of a similar situation arising in the future.

Some spot checks on staff practice were carried out by support advisors as part of the service's quality assurance and we discussed the need to provide evidence that these were being done systematically.

A health professional we spoke to identified that staff would benefit from training in communicating with people with a learning disability. We also thought that staff working with people with a mental health problem should receive training in mental health. We have asked managers to take this forward.

## 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
1 Mar 2017	Announced (short notice)	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed Not assessed 5 - Very good
17 Mar 2015	Unannounced	Care and support Environment Staffing Management and leadership 4 - Good Not assessed 5 - Very good 4 - Good
12 Mar 2014	Unannounced	Care and support 5 - Very good

Date	Type	Gradings	
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
26 Sep 2012	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
6 Oct 2011	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
1 Dec 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
22 Dec 2009	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	2 - Weak
		Management and leadership	Not assessed
10 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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