

## Gowrie Care Ltd - West Perthshire Housing Support Service

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Type of inspection: Unannounced  
Inspection completed on: 14 June 2018

**Service provided by:**  
Gowrie Care Ltd

**Service provider number:**  
SP2003000083

**Care service number:**  
CS2008174170

## About the service

Gowrie Care Ltd - West Perthshire provides a combined housing support and care at home service to people living in the Crieff and Kinross areas. Most people supported have a learning disability but the service is also provided to people with other support needs. It has been registered since 2008.

The service states that it 'strives to be flexible and sensitive to the needs of those individuals living with us and encourages them to make the most of their lives, offering choices, opportunities and support for ordinary living'.

## What people told us

We got very good feedback from people. All reported that they were more than happy with the support the service provided. They said that staff listened to their views and wishes. Family members said that the staff and management are very approachable, pro-active when needed and will respond to any concerns. Some comments were:

- 'Life's very good'.
- 'I'm very settled. Happy with my house'.
- 'They know (person) well'.
- 'They tailored the service individually'.
- 'Absolutely no concerns'.

## Self assessment

We did not request a self assessment this year. We discussed and considered the service's own development plan as part of this inspection.

## From this inspection we graded this service as:

<b>Quality of care and support</b>	5 - Very Good
<b>Quality of staffing</b>	not assessed
<b>Quality of management and leadership</b>	5 - Very Good

## What the service does well

We thought the service was provided in a person led way. Each person supported that we met or heard about had a week that suited them. It was based on their interests and wishes. Some people, for instance, were doing many things each day in their local community where as others preferred to spend more time in their own home. Support was provided in a way that suited them. The service supported a range of people - some got many hours of support each day and others may have only one or two support visits a week. The service was flexible and adaptive to what people needed and wanted.

The service was excellent at supporting people to be active and have links with their local community. People got a lot of enjoyment from activities in the community. In this way and others the service promoted people's independence, choices and confidence.

People's contact with their family was always encouraged whenever possible. Family members said they were always made to feel very welcome at the service's office and that communication with staff was no problem. People's families could be very important to them and it was really good to see how contact was supported as a matter of course.

We observed different interactions between people and their staff members. It always came across as respectful, cheerful and friendly. People told us they had a good relationship with and trusted their staff. People said they could talk to staff or the managers and were listened to. This was very good to see both for every day matters and for when someone had something more worrying on their mind.

People's health was very well supported. The service made sure it had all the right information to support with a health matter. We saw that the service was very attentive and responsive to any illness or accident a person may have. Contact with other social care or health agency happened a lot to help make sure someone was able to stay as well and healthy as they could.

The management were very in touch with each aspect of the service. They always made themselves available to people supported and staff, and were seen as offering excellent advice and support. They were on hand to respond to any matters and lead on a day to day basis. They carried out monitoring checks and audits to ensure standards were being met and people were happy with their support. We saw that different meetings and discussions took place to help make sure people's support was meeting their needs and wishes. All this helped the service run smoothly and that people got the support they needed in an enabling way. Very good planning ahead and anticipating people's future support needs also took place.

The management were very good at listening and taking on board people's views. This supported relaxed, natural and open communication in the service. It helped to make sure any matters that needed discussing were discussed and addressed positively in the best interests of the people the service supported.

## What the service could do better

We went over some areas with the manager that we thought could be improved. There were some small gaps in people's support documents. This meant staff may not have the full guidance to support someone as well as they could. Some of the medication support recording also was not always done correctly. This could lead to mistakes or confusion and a person experiencing discomfort or distress. Some other similar matters were discussed with the manager and she was open to our suggestions for addressing them.

Overall we thought the service was very responsive and supportive, however, a couple of times when we looked at individuals who had on going health concerns, we thought that some other actions could also be taken, such as gaining advice from others or more specific detail in what support the person needed. We discussed this with the manager.

The medication audits were very good at picking up issues but at times it was not clear how they were being addressed or by when. Occasionally questions on the audit weren't answered when they should have been or any explanation given as to why they were not answered. We were confident the manager would address this.

The training plan for 2018 could be developed more. We discussed this through with the manager. The training plan is important as it makes it clear that the service has fully considered people's needs and wishes and whether staff have all the training to support people to stay well, be as independent as they can be and do all they wish to.

## 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
24 Jul 2017	Announced (short notice)	Care and support 6 - Excellent Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
27 Jul 2016	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing Not assessed Management and leadership 6 - Excellent
12 Aug 2015	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 6 - Excellent Management and leadership 5 - Very good
21 Jul 2014	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
5 Jul 2013	Announced (short notice)	Care and support 5 - Very good Environment Not assessed

Date	Type	Gradings	
		Staffing	5 - Very good
		Management and leadership	5 - Very good
23 Nov 2012	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
4 Aug 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	4 - Good
15 Sep 2009	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good

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