

Carr Gomm Argyll & Bute Housing Support Service

1 McCracken Court
Lochgilphead
PA31 8TD

Telephone: 01546 603 072

Type of inspection:

Unannounced

Completed on:

4 July 2018

Service provided by:

Carr Gomm

Service provider number:

SP2003002607

Service no:

CS2011298803

About the service

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

This service has been registered with the Care Inspectorate since 17 January 2012.

Carr Gomm - Argyll and Bute provides services across the Argyll and Bute Council area. It provides support to individuals within their own homes and in the community. It also provides response services to individuals requiring urgent assistance in their own homes. It is part of Carr Gomm, a national voluntary organisation.

It provides a number of distinct services across Argyll and Bute. These are:

- Care at home service supporting people to remain in their own homes.
- Housing support which promotes people's wellbeing through advice, guidance and practical support.
- Day responder and overnight responder services. These provide support to people who require assistance.

Not all services are available in all parts of Argyll and Bute.

The service states that it is 'committed to a society which, in its values, public policies and individual actions, respects, encourages and supports everyone to take control of their own life.'

At the time of our inspection, around 500 received support from Carr Gomm - Argyll and Bute.

What people told us

We spoke to 18 people during our inspection. In addition, 10 people returned survey forms to us. Overall, people were very satisfied with the supports they received from Carr Gomm. Comments included:

'Staff have been great. They help me with problems and sort everything out for me. They take their time with me as my anxiousness overcomes me at times.'

'I am happy with the service provided and the pleasant attitude, friendliness, helpfulness of the carers, in general (especially, the more mature ones).'

'Excellent support. Everything we've asked for they have delivered.'

'I don't know where I'd be without them.'

'They're very good. I'm sincere about that.'

'Happy with the service. Like everyone that comes. Happy with everything and don't have any complaints.'

'Can't fault them.'

Self assessment

The Care Inspectorate has not asked for self-assessments in this inspection year.

From this inspection we graded this service as:

Quality of care and support	4 – Good
Quality of staffing	4 – Good
Quality of management and leadership	not assessed

What the service does well

People were satisfied with the service. We saw examples of the service working closely with other organisations to achieve positive outcomes for people. This included working with housing and benefit agencies to support people gaining and maintaining accommodation.

Some of the people assisted by the home support service had chaotic lifestyles due to addiction and childhood trauma. They told us the service had changed their lives by supporting them in developing new ways of dealing with problems. One person said, 'If it wasn't for this service I have no idea where I would be. This service is amazing and life changing.'

People told us that they were supported by staff who knew them, were caring and treated them with respect. They told us that, generally, they were supported by the same staff, the service was reliable and they appreciated the service letting them know if staff were running late.

People valued the responder services. These operated throughout most of the day and night to support people needing urgent assistance, for example, after falling. The flexible approach and good joint working with, for example, community nurses, meant that, in many cases, admissions to hospital could be avoided and, in some cases, people could be discharged early to their own homes.

The service supported its staff in working with people to achieve outcomes important to them. This included staff receiving supervision on a regular basis. This allowed time for staff to discuss their work with people they supported and how it could be improved. It also meant staff and managers could look at how staff might be supported in their work. The service had a range of relevant training for staff including person-centred care, moving and handling and dementia care. Staff also told us that they felt they could approach managers on a day to day basis for advice and guidance.

The managers were committed to developing the service to benefit the people they supported. This included preparing staff for registration with the Scottish Social Services Council and encouraging people's participation in improving how they are supported.

What the service could do better

Support plans are essential in services that support people. They should make clear why care services are involved and what outcomes they will support the person achieve. They should reflect what the person wants support with and how, and provide guidance to staff. While we saw some good examples of support plans, this was not always the case. We saw some that were disorganised or missing completely.

Reviews, which ensure the support provided continues to be appropriate for the person were sometimes out of date. In these examples, information about the supported person's experiences, strengths and aspirations were absent. We have made a recommendation on support plans. See recommendation 1.

The Scottish Government implemented Health and Social Care Standards from April 2018. These make clear expectations and responsibilities for people being supported and care services. Not all Carr Gomm staff were familiar with the standards. The service should ensure that they become familiar with them.

We were not confident that all staff had access to appropriate training. The service should review its approach to training. This should include deciding which training is relevant for what type of staff and how participation is recorded. This will ensure staff are trained for the work they do and allow managers to more easily monitor training.

The service sometimes used monitoring charts, for example, to record people's fluid and food intake. It was not always clear why they were being used and guidance for staff was missing. The service should review its use of monitoring charts to ensure they are used appropriately. When they are used, staff should have clear guidance on the purpose and when they should alert managers or other professionals.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The service should ensure that each person supported has a support plan that includes the following:

- what outcomes the support provided will help the person achieve.
- how the person supported and, where appropriate, their carer, prefers supports to be delivered.
- guidance to staff on how to support people achieving their outcomes.

This ensures care and support is consistent with the Health and Social Care Standards which state, 'My personal plan is right for me because it sets out how my needs will be met, as well as my wishes and choices.' HSCS 1.15

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Inspection and grading history

Date	Type	Gradings	
6 Jul 2017	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good
10 Jun 2016	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 5 - Very good Not assessed
18 May 2015	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 5 - Very good 4 - Good
27 May 2014	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 5 - Very good
30 Jan 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 4 - Good

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Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

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