

Clydesdale Homecare Housing Support Service

Council Offices
South Vennel
Lanark
ML11 7JT

Telephone: 01555 673439

Type of inspection:
Unannounced

Completed on:
26 October 2018

Service provided by:
South Lanarkshire Council

Service provider number:
SP2003003481

Service no:
CS2004073584

About the service

This home care service is one of four services run by South Lanarkshire Council. The service is for people who live in the Clydesdale area. The service covers 525 square miles of rural South Lanarkshire.

The equivalent of approximately 190 home carers, managed by 11 community support coordinators and two team leaders, provide care and support to around 378 people in their own homes.

The team also includes one supporting your independence occupational therapist and three community support workers.

The service provides assistance with personal care and extended personal care. A community alarm service is also available. The service operates on a planned basis, twenty-four hours a day, seven days a week, throughout the year.

The Introduction to the service's user guide says: 'The Home Care service offers personal, social, emotional and practical support to service users and their families. It aims to ensure that people are maintained and supported in their own home, for as long as possible'.

What people told us

We received a total of sixty eight questionnaires, as part of our inspection of the service. These were completed by people who use the service and/or their relatives. On reviewing these questionnaires, we found that 100% of responders completing the question were overall happy, with the quality of the service provided.

We received the following comment in the completed and returned Care Inspectorate Questionnaires:-

"I am happy with the service provided and am comfortable and at ease with my regular carers. It means a lot to me to have regular carers as I receive personal care and I am more confident and less embarrassed with people I know. They are so caring, friendly and professional. They always ask me if there is anything I need before leaving. They have dealt with more emergencies that I care to remember, always calm and supportive".

"We have had to complain about a range of issues, from an unwanted carer attending, to too late a notifications of a temporary change of carer and time of visit. I would say that there has been a great effort to resolve these issues".

"The office are prone to changing my morning and evening visits without making me aware".

"We are happy with the service provided to us".

"Friendly carers, all the ladies who come are cheery, efficient and caring".

"All staff are very agreeable and helpful".

"Have no complaints whatsoever. All carers treat my relative with kindness and respect always".

"Having the same carers as much as possible as any changes have a negative effect on the service user".

"The staff are great, very happy they are great people".

"Very satisfied with standard of care. Every carer has carried out their duties to a very high standard".

"I have at times had different carers, but they are all very kind and helpful".

"I cannot speak too highly of the care and the carers who are my friends".

"The carers do very well but have to cover a big area with so little time to spare".

"The carers are very pleasant and do all they can to help. The time allocated is insufficient to prepare and cook meals but where and when possible my meals are varied and so as not to always be micro wave food".

"I am overall happy with the care staff provide for me".

"We are happy with our carer who is a kind professional carer who we are very fond of. Goes the extra mile and is a credit to her profession".

"They are always very polite, caring and helpful, they have gone beyond the call of duty for which we are truly grateful".

"I find everyone pleasant and meet my needs as required".

"All lovely carers and when you need advise on the phone all well".

"I know the names of my regular carers but am not always advised when replacements turn up, fortunately , to date, all have worn name badges".

"Staff have very quickly put me at ease and helped me feel comfortable receiving intimate personal care".

"I am delighted with the care I receive".

"My relative has dementia and they constantly change carers and times which is really confusing and upsetting. I have called to complain. I have spoken to carers and most don't know the y get moved so often. I would prefer continuity ".

We received the following comment from people we spoke with during the inspection:-

"Quite good, happy They look after us well. Changed the carers, this was not discussed, change of carer just turns up. We are aware to phone the office if we have a concern".

"No complaints about any of them, they are all doing all right. We get a schedule but they don't phone if there is a change of carers".

"Happy 100%, staff deliver care with great consideration, humour and efficiency".

"I am happy with the care they treat me with dignity and respect".

"I am able to discuss my wishes and preferences, happy with staff they look after me in a way that is dignified and respectful".

Self assessment

No longer requested

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of staffing	4 - Good
Quality of management and leadership	not assessed

What the service does well

We received very positive feedback from people who completed questionnaires and from people we spoke with during the inspection, about the standard of care they receive and the quality of staff.

We found that care plans were usually written in the first person and provided good information for staff, although, some areas of care could have been more detailed for example, personal care, how to manage distressed behaviour.

It was good to see that there was information in the care plan which told staff about peoples life story. This helps staff to have things they can talk about when supporting people.

It was good to see that the majority of staff had completed skilled dementia training and staff we spoke with said this had improved how they look after people.

The vast majority of reviews had taken place within the legal framework of every six months.

Staff received a range of appropriate mandatory training, to enable them to do their job including adult support and protection.

It was good to see that the service was working in partnership with health care professionals, to support people to remain in their own home and facilitating care packages, to ensure people were discharged from hospital as quickly as possible.

We saw that regular staff 'patch' meetings were in place, where discussion took place on various topics, for example, the new system of supervision where staff were introduced to the concept of 'reflective practice'.

It was good to see that all staff had received appropriate 'medicines management in the home' training. This will help to ensure that people's medication is administer correctly.

What the service could do better

It was good to see that the service has recently introduced a new system of supervision and appraisal, to meet future expectations. However, this has not yet been fully implemented and we will review progress at future inspections.

We thought that staff would benefit from specialised training , for example, epilepsy, Parkinson's.

We thought that staff should have an awareness of the when it is appropriate and inappropriate to use Restraint.

People were not always phoned when there was a change of staff as a result, of a change of carer at short notice. The operations manager agreed that this would be addressed.

It was good to see that incident forms were being completed, however, it was not clear how the service used this information, to improve how people were cared for. For example, it was not clear from the information we saw what strategies were in place to minimise distressed behaviour.

We suggested the service consider introducing 'The Newcastle Model' tool for managing stress and distress.

We found that care plans were not always dated and dates of planned reviews were not always completed.

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
6 Nov 2017	Unannounced	<div>Care and support</div> <div>4 - Good</div> <div>Environment</div> <div>Not assessed</div> <div>Staffing</div> <div>5 - Very good</div> <div>Management and leadership</div> <div>5 - Very good</div>
3 May 2017	Announced (short notice)	<div>Care and support</div> <div>Not assessed</div> <div>Environment</div> <div>Not assessed</div> <div>Staffing</div> <div>Not assessed</div> <div>Management and leadership</div> <div>Not assessed</div>

Date	Type	Gradings	
3 May 2017	Re-grade	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 4 - Good
16 Nov 2016	Announced (short notice)	Care and support Environment Staffing Management and leadership	2 - Weak Not assessed 3 - Adequate 3 - Adequate
8 Mar 2016	Unannounced	Care and support Environment Staffing Management and leadership	Not assessed Not assessed Not assessed Not assessed
2 Nov 2015	Announced (short notice)	Care and support Environment Staffing Management and leadership	2 - Weak Not assessed 4 - Good 2 - Weak
29 Oct 2014	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good
30 Oct 2013	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 5 - Very good 5 - Very good
22 Feb 2012	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 5 - Very good 5 - Very good
17 Dec 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed 5 - Very good

Date	Type	Gradings	
31 Mar 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good
4 Feb 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 4 - Good

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