

## Care Direct Housing Support Service

Playgreen Croft  
St. Katherines  
Inverurie  
AB51 8TR

Telephone: 01651 873511

**Type of inspection:**

Announced (short notice)

**Completed on:**

14 March 2019

**Service provided by:**

Care Direct Ltd

**Service provider number:**

SP2004006652

**Service no:**

CS2004077714

## About the service

This service has been registered since 2004.

Care Direct is based near Oldmeldrum, Aberdeenshire, and provides home care and community based support in the local area. People's support packages ranged from a few hours per week to well over 40 hours.

Some of the service's aims are:

- To develop, maintain and provide to all clients the highest standards of care
- To assist clients in reaching their maximum potential for a fulfilling life.

## What people told us

People and family members reported that they were very pleased with the care and support provided. It was a small service and people knew their staff very well. Everyone we heard from also said they knew the manager well and said she was very approachable. People said they always felt listened to and that their relationship and communication with the service was excellent.

Some comments were:

- 'They've always been lovely.' (about the staff)
- 'They are what I call carers. They care a lot.'
- 'Can't praise the service enough.'

## Self assessment

We did not request a self assessment this year. During our visit we looked at the service's own service improvement plan.

## From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of staffing	6 - Excellent
Quality of management and leadership	not assessed

## What the service does well

People were supported in ways that really suited them. Their choices and preferences fully informed how their care and support was provided. We found the service's approach to care and support to be sensitive, respectful and considered whilst at the same time being relaxed, friendly and upbeat. People enjoyed having their staff visit.

The service took their lead from the person they were supporting. Care and support was provided at a pace and in ways that individually suited each person. People's abilities and independence were always encouraged and promoted. Staff knew how to do this. Additionally, the service always made sure relevant health information and anything that might pose a risk for a person was known and considered appropriately. People's health and wellbeing benefitted from the service's support.

People had a lot of confidence and trust in this service. They knew their support worker was reliable and responsible. We saw that staff were responsive and flexible when providing support too. They would respond to concerns that arose and take appropriate actions. People were helped to stay safe and well. Staff would use their initiative as well and do the small things that also make a positive difference to a person's day.

The staff team were extremely well led. The manager had an active presence in the service and was very much in touch with what was going on. The ethos of the service was very positive and enthusiastic with a real focus on what mattered to the people supported and their wellbeing.

People were comfortable with their staff and said that staff knew them well. We saw a lot of thought and consideration went into staff recruitment, induction and ongoing training. Staff were introduced to people they'd support appropriately. They'd get a chance to get to know them and fully learn how they wished to be supported.

We thought staff were really well supported and had full understanding of their care and support role. Guidance was always available and the management team were very approachable and knowledgeable.

Communication stood out in a very positive way at this service. It was a key aspect of what made the care and support work so well for people. There was a lot of daily communication and team meetings with full discussions took place each week. Excellent communication with people supported, their family members and other external agencies all helped people to stay well, healthy and happy.

The service was open to new ideas and kept up with developments in social care. Staff were also confident at putting forward their ideas and taking the lead. As a result people supported were doing many things they enjoyed and that made their day fun or fulfilling both at home and in their local community.

## What the service could do better

The service continued to develop and it's service improvement plan showed that it was identifying new areas which would increase the ways it could support people. We discussed improvements with the service and made a couple of suggestions for areas to explore. We were confident the service would continue improving and adapting to meet people's wishes and needs.

## 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).

## What the service has done to meet any requirements we made at or since the last inspection

### Previous requirements

There are no outstanding requirements.

## What the service has done to meet any recommendations we made at or since the last inspection

### Previous recommendations

There are no outstanding recommendations.

## Inspection and grading history

Date	Type	Gradings
10 Oct 2017	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
15 Nov 2016	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent Management and leadership Not assessed
18 Jan 2016	Unannounced	Care and support 6 - Excellent

Date	Type	Gradings	
		Environment	Not assessed
		Staffing	6 - Excellent
		Management and leadership	6 - Excellent
19 Dec 2014	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
23 Jan 2014	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
8 Feb 2013	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
27 Jan 2011	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
		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](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto: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.