

# Clyde Health Care - Home Care: Supporting People Housing Support Service

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Glasgow  
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Telephone: 0141 427 7233

**Type of inspection:**

Unannounced

**Completed on:**

18 February 2019

**Service provided by:**

Clyde Healthcare Limited

**Service provider number:**

SP2003002390

**Service no:**

CS2010248902

## 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](http://www.careinspectorate.com)

Clyde Health Care - Home Care: Supporting People was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

The service provides care and support to people living in their own homes in East Dunbartonshire and Renfrewshire council areas. It operates from an office base in Hillington, Glasgow.

The aims and objectives of the service are:

'Our Care at Home service adopts a person-centred approach where you can choose the kind of support you need and when you want it.

We will create a person-centred care plan that is designed specifically for you, so that your carer will know exactly what you need when they arrive at your home.'

## What people told us

At the time of this inspection, the service supported 272 people. We visited 18 individuals at home and spoke to 12 family members. Forty people responded to our postal survey about the service.

Most people said they were satisfied with the support they received. Two people thought the service could be improved. Comments included:

'All the girls are good'

'No complaints, couldn't do without them'

'Staff are very good'

'Happy with the service'

'They're good, happy with them'

'Very happy with Clyde Health Care'

'The service has been excellent'

'The carers themselves are very good'

Some people said they did not always know who would be visiting them or when. One person said, 'Never given timings'.

## Self assessment

The Care Inspectorate has not requested a self-assessment in this inspection year. We looked at the service's business and development plan and strategic objectives. These showed how the service intends to improve the quality of its support to people. We will look at how the plan has been implemented at our next inspection.

## From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of staffing	3 - Adequate
Quality of management and leadership	3 - Adequate

## Quality of care and support

### Findings from the inspection

Most people were very satisfied with the support they received from the service. People told us it helped them achieve outcomes important to them including living independently at home. People had very positive experiences of consistent care by staff who knew them well. One person said, 'you can depend on them.' Another said the service gave 'peace of mind and the service is very good - no missed calls.' However, some people experienced inconsistency with their support from staff. Two people told us the service could be better if they had regular staff and visit times. One said, 'don't know who is coming half the time.'

People told us staff treated them with respect and patience and encouraged them to make choices about how they wanted to be supported. This helped ensure people remained in control of their support.

Some people required support with moving and assisting, for example, from lying in bed to sitting in a chair. We saw that the appropriate equipment was in place and the staff were skilled in using it. People told us that this gave them confidence in staff and they felt safe when being assisted.

Care plans provide staff with detailed information about how to care and support people. Risk assessments help keep people and staff safe by identifying potential hazards and ways of reducing or avoiding them. Some people we visited had no care plan or risk assessments in place. When we did see care plans, we found them to be out of date. We found no evidence of reviews of care and support taking place. The service's management acknowledged this and told us of their plans to improve the situation. We made a recommendation on care plans, reviews and risk assessments. See Recommendation 1.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 1

1. The provider should ensure each person supported has an appropriate care plan and risk assessment in place.

Care plans should be:

1. Person centred and reflect the individual's experiences, abilities and what outcomes will be achieved through the service's support;
2. Be agreed and signed by the individual or their representative;
3. Detail what supports are to be provided, including the person's preferences;
4. Be reviewed no less than 6-monthly or more often if required.

Risk assessments should be:

1. Person centred;
2. Be agreed and signed by the individual or representative, where appropriate;
3. Identify potential risks or hazards;
4. Detail how risks or hazards might be avoided or reduced;
5. Detail the actions to be taken if not avoidable
6. Be reviewed at the same time as care plans, or more frequently if appropriate.

This is to ensure care and support is consistent with the Health and Social Care Standards which state,

'I am fully involved in assessing my emotional, psychological and physical needs at an early stage, regularly and when my needs change. HSCS 1.12

'My personal plan (sometimes referred to as a care 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

**Grade:** 4 – good

## Quality of staffing

### Findings from the inspection

Staff told us they enjoyed their work and were motivated and enthusiastic. They told us they felt supported by management who were available for advice and information. Staff were given appropriate training. This included supporting people with medicines, assisting people to move safely and infection control. Staff received refresher training on a regular basis. This helped staff be confident when they are supporting people. People told us they felt staff were well trained and competent.

We saw evidence that the service recruited staff safely. This included checking applicants' work histories and doing identity checks. We saw examples of extra efforts being made to obtain up to date, relevant references before staff were appointed. This helped the service recruit suitable staff and helps keep people safe.

New staff took part in induction programmes which included appropriate training and spending time shadowing experienced staff. They had regular contact with managers. This approach assists new staff in understanding their role in helping people achieve the best out of life.

All staff working in this type of service require to be registered with the Scottish Social Services Council by 2020. The service had robust systems in place to encourage staff to apply before the deadline and keep track of registrations. Staff were aware of the registration process and their responsibilities.

The Health and Social Care Standards provide a framework for care services and care staff working in Scotland. The Standards ensure people receive high quality care and support. They inform people what they can expect when receiving support. Most staff we spoke to had little understanding of the standards. The service should consider how it will address this issue.

The service told us it was committed to providing supervision to staff and making observed practice visits. We saw little evidence of supervision happening on a regular basis and no evidence of observed practice visits taking place. We made a recommendation on this. See Recommendation 1.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. The provides should ensure that:

Staff are provided with supervision on a regular basis, in keeping with the service's supervision policy. This should be scheduled in advance with discussions and decisions being clearly recorded.

Observed practice visits take place, in keeping with the service's policy. The results of observations should be feedback to staff, recorded and be part of staff supervision when appropriate.

This ensures care and support is consistent with the Health and Social Care Standards which state,

'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes.' HSCS3.14

**Grade:** 3 - adequate

## Quality of management and leadership

### Findings from the inspection

The service was committed to improving outcomes for people. Since our last inspection it had reviewed and revised its management and staffing structure. It anticipated that this will substantially improve its performance in ensuring care plans are in place and reviews occur on a regular basis. We will look at the impact of these new arrangements in our next inspection.

The service used electronic newsletters to inform and remind staff on relevant matters. For instance staff were reminded about completing care diaries held in people's home and SSSC registration. It also invited staff to complete surveys about their experiences. This approach ensured staff were kept up to date and provided the service with useful information on how well staff feel supported.

People were surveyed on an annual basis and invited to give their views on support. The last survey, in 2018, showed a very high level of satisfaction with staff and support.

The service's business and development plan detailed how it intended to improve its efficiency and enhance the quality of support people receive. These included the development of a new care plan, using technology to make communications better and having more quality monitoring between care reviews. The service will implement quality audits. These will help it improve areas like care reviews, timing of visits and staff, including looking at people's satisfaction with staff. At our next inspection we will review the implementation of the business and development plan.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 3 – adequate

**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

### Recommendation 1

The service should ensure that all service users are notified in advance of any necessary changes to the timing of their visits and staffing arrangements.

NCS 4 Care at Home – Management and Staffing

**This recommendation was made on 20 March 2018.**

## Action taken on previous recommendation

The service has made considerable progress in this area. The majority of people report consistency of service. They know staff attending and are informed of any changes or delays.

Recommendation has been met.

## Recommendation 2

The service should develop and implement a clear forward training plan for all staff beyond induction and mandatory training.

The service should evaluate the quality of staff practice in their working environment.

The service should review the quality and frequency of staff supervision to ensure that it is timely and meaningful.

All staff should have SMART, (Specific, Measurable, Achievable, Realistic, Time-bound) learning objectives.

NCS 4 Care at Home - Management and Staffing.

**This recommendation was made on 25 May 2018.**

## Action taken on previous recommendation

While staff are trained appropriately, the service does not have a clear training plan, supervision is not happening, nor do observed practice visits.

Recommendation is not met and is reworded in this report.

## Recommendation 3

The service should be rigorous in following the procedures recently introduced to check all staff's progress with SSSC registration. The provider must take appropriate action if any staff do not meet the timescale or registration requirements as set out by the SSSC.

NCS 4 Care at Home - Management and Staffing

and takes account of:

3: As a social service employer, you must provide learning and development opportunities to enable social service workers to strengthen and develop their skills and knowledge.

You will

3.3 Support staff who need to be registered with us to meet the conditions for registration and the requirement for continuing professional development.

SSSC Code of Practice for Employers of Social Service Workers.

**This recommendation was made on 25 May 2018.**

## Action taken on previous recommendation

Service has robust systems in place to check staff registration status; staff are aware of SSSC's role and their responsibilities. Service intends to have staff registered well in advance of 2020 deadline.

Recommendation has been fully met.

## Recommendation 4

The provider should review their quality assurance systems and management oversight of the service to ensure that they are all working effectively. This should include:

- how the service manages, investigates and concludes complaints
- how the service records accidents and incidents involving people who use the service and notifies this to the Care Inspectorate.

NCS 4 Care at Home - Management and Staffing .

**This recommendation was made on 25 May 2018.**

### Action taken on previous recommendation

Systems in place to oversee complaints, including areas for improvement beyond individual complaints. Service clear on responsibility for notifying Care Inspectorate. Systems not yet fully implemented but have been revised.

Recommendation has been fully met.

## 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).

## Enforcement

No enforcement action has been taken against this care service since the last inspection.

## Inspection and grading history

Date	Type	Gradings
20 Mar 2018	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 3 - Adequate Management and leadership 3 - Adequate
31 Mar 2017	Unannounced	Care and support 5 - Very good



Date	Type	Gradings	
		Environment Staffing Management and leadership	Not assessed Not assessed 5 - Very good
24 Jul 2015	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 4 - Good
29 May 2014	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 4 - Good
11 Dec 2012	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 5 - Very good
16 Aug 2011	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good Not assessed
30 Sep 2010	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed Not assessed 4 - Good

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This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

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