

## Careline Home Support Housing Support Service

7 Nithsdale Road  
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Glasgow  
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Telephone: 0141 423 4689

Type of inspection: Unannounced  
Inspection completed on: 19 May 2017

**Service provided by:**

Mr James Imrie and Mrs Carol Imrie, a  
partnership trading as Careline Home  
Support

**Service provider number:**

SP2004004446

**Care service number:**

CS2004063857

## 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)

Careline Home Support provides an integrated care at home and housing support service to a range of service user groups. The hours of service provided vary depending on the assessed needs of individual service users. The main office is based in the Pollokshields area of Glasgow with a satellite office in Falkirk.

The aims and objectives of the service include "Our service emphasises the importance of staff completing their duties discreetly, efficiently and to the highest standards. We aim to be flexible and to respond to our clients' needs fully and professionally".

## What people told us

Before the inspection, we sent care standards questionnaires to the manager to distribute to service users. We received twenty four completed questionnaires and spoke to one service user and nine relatives. They told us that they were overall very satisfied with the quality of care and support. Some of their comments were:

"great service and all the girls are fab"

"we are very satisfied with the level of care"

"the service is good and the majority of carers are pleasant; the carers help me maintain my personal hygiene and appearance"

"the girls always treat my mum with dignity and have brought laughter back into her life - cannot praise them highly enough and would have no hesitation in recommending them to friends"

"the office staff are professional and supportive"

"the staff have the skills and patience to deal with someone with dementia; I could not ask for anything more from Careline - they are great"

"very pleased with service - my wife gets on well with the carers"

"carers are wonderful people - very pleasant and professional"

"absolutely marvellous - have had them for years; very accommodating if have to work round my appointments"

## Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own improvement plan and quality assurance paperwork. These demonstrated their priorities for development and how they were monitoring the quality of the provision within the service.

## From this inspection we graded this service as:

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

## What the service does well

The service continued to be committed to providing a high standard of care and support to service users and their families. People told us they got on well with staff who supported them and particularly appreciated how flexible and responsive the service was when they wished to change their support arrangements.

The range of services available to help and support people included personal care, domestic duties, respite for carers, befriending and support to access community resources and activities.

As well as their day to day contact with staff, people using the service were encouraged to share their experiences and views through annual questionnaires and at reviews of their personal plans. Results of the last survey showed that people were very satisfied with the quality of the service and would be happy to recommend it to others.

While every service user had an identified care coordinator who they could contact to discuss any concerns or issues, and who arranged reviews of their care plans, people told us they spoke to all office staff and always found them polite and willing to do what they could to help.

In the event of staff not arriving at the expected time to support service users who were unable to contact the office, a telephone service alerted senior staff who could make alternative arrangements for the visit.

There was good evidence that service users and their families were fully involved in agreeing how they wished the service to support them. Care plans were clearly written and had very good detail about individual health and support needs, and preferences. We saw that reviews took place within expected timescales, and consents relating to people's medication were more consistently completed.

We were satisfied that the service had systems in place to protect service users and ensure that appropriate actions were taken to minimise risk and accidents.

The arrangements for staff supervision had improved and included observations of individual staff practice that helped inform staff development needs and the on going evaluation of the service.

We saw that the service had responded positively to requests from staff in relation to dementia training. Staff who had successfully completed a best practice award spoke about how it had increased their knowledge and understanding when supporting people living with dementia. A group of staff were also completing more comprehensive training on Parkinson's disease. Further opportunities to undertake this training will be available to other staff, and more comprehensive medication training was also planned.

Regular newsletters kept staff up to date with any changes in care practice and guidance, and were used to remind them about different policies and procedures.

Staff spoke about how much they enjoyed their work and how rewarding it was to be able to support people to remain in their own homes. If they had any concerns about a person's health and wellbeing or other issues, they could contact senior staff at any time, including outwith office hours, and they were helpful and supportive in ensuring positive outcomes for service users.

They described communication and training as very good, and told us they had the training necessary to enable them to carry out their work. We saw from records they were encouraged to regularly complete relevant, online training courses as well as attend training organised by the service.

## What the service could do better

The service should ensure that current care plans were clearly dated and review paperwork was always fully completed including any comments from service users or their representatives. The contact details of the Care Inspectorate also needed to be updated in some care plans.

We suggested that the service confirm documentation in respect of welfare guardianship and power of attorney to ensure that people are being legally represented.

As several staff had completed few, if any, online courses in the past number of months, management should maintain a closer overview to ensure that individual staff undertook relevant training .

The frequency of newsletters for service users could be improved.

As attendance at staff meetings remained low, it was hoped that staff willing to represent colleagues would attend future meetings. Some staff we spoke to told us that they had not attended meetings as the times did not fit with their work schedules.

Management was in the process of completing a development plan for the service.

The service needed to continue to support staff in achieving qualifications to support their future registration with the Scottish Social Services Council (SSSC).

## 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
15 Jun 2016	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed Not assessed 4 - Good

Date	Type	Gradings	
7 Jul 2015	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 4 - Good
19 Jun 2014	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 4 - Good
5 Aug 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good
10 Jul 2012	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good
9 Dec 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed Not assessed
14 Jan 2010	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 5 - Very good Not assessed
18 Feb 2009	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 4 - Good

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