

## Caledonia Homecare Support Service

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**Type of inspection:**

Unannounced

**Completed on:**

9 October 2019

**Service provided by:**

Caledonia Homecare Limited trading as  
Caledonia Homecare

**Service provider number:**

SP2014012291

**Service no:**

CS2014325433

## About the service

Caledonia Homecare Ltd registered with the Care inspectorate 7 May 2014. This service is a support service with care at home. The care is provided by trained and experienced support staff who provide practical help and encouragement towards independence and companionship. It is an independently owned company. Caledonia's aim is to provide the best possible standard of individual care for adults within their own homes.

## What people told us

As part of our inspection we visited people at home to find out what their experiences had been of the service and we sent out care standards questionnaires; this is what people told us;

"The carers are very good"

"I've had no problems, the girls that visit me are very good as are the girls in the office who answer the phone"

"The carers are very helpful, always asking to help me"

"The girls and I are a team we work together."

## Self assessment

The Care Inspectorate is changing the way it inspects services. We did not request providers (except childminders) to complete a self assessment for the 2019/20 inspection period. Instead, we took the opportunity to discuss and assess the service's progress using their improvement or development plan as part of their internal quality assurance. We also reviewed information we had received from the provider since our previous inspection.

## 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	3 - Adequate

## What the service does well

We found people were experiencing very good support from the service, which was individually tailored and right for them. The leadership and management in the service was adequate, with some strengths in their practice and some areas for improvement.

Staff worked hard to maximised support during their visit. For example, people told us that staff often went the "extra mile" offering extra support during a period of crisis. We accompanied staff on some of their visits and experienced the positive social engagement between supported people and their carer's. One staff member downloaded information from the internet to give them guidance, we also saw that staff were keen to offer advice on aspects of people's care. This contributed people were happy with the quality of the service delivered.

Staff were respectful that they were working in people's homes. Staff removed their shoes before entering homes and communicated with people in such ways you could see that staff knew people extremely well. This

contributed positively to building trusting relationships with people and supporting people in a way that they are comfortable with.

People benefited from care and support plans that were current and reflected the support they received from the service. The service had captured people's needs and wishes respectfully. People's support plans gave detail on how best to meet people's needs. Most plans we looked at were regularly reviewed and showed that people were very much involved in keeping the information up to date. This helped ensure consistency in the care that was being delivered.

Staff worked in a way that helped people maintain their independence. This gave us confidence; the staff were promoting enablement. We found that people worked at a pace that gave people time to do tasks for themselves. It was also encouraging to find that staff encouraged people to walk, even for short distances to help them maintain their mobility. This helped them maintain a feeling of purpose and self-worth.

We felt that senior staff provided effective leadership to the teams. Individual meetings with staff allowed them to have time to reflect on their practice and discuss solutions to situations that occurred. This helped them built on their personal and professional development. This meant that they provided effective leadership and had a positive influence on the development of the staff team.

There was a positive team culture where people felt motivated and supported, despite the changes within the management team staff told us that there has been an improvement with communication and stability.

## What the service could do better

Recent changes in the management team had destabilised the team. We felt that this had contributed to the provider's own internal policies and procedures not being fully implemented. As a result, some procedures that were in place to safeguard people's wellbeing had not been fully implemented and we could not be confident that all relevant actions had taken place to ensure people were safe. For example, accidents and incidents and adult protection. However, we found that in recent months successful recruitment had brought some stability to the senior team and people were clear about their roles and responsibilities. This was in its infancy, but we were satisfied that it was developing, and that positive teamwork was being built. (There was a new manager in place as of late November and we were hopeful that this would supports improvement).

We found that safe recruitment practice was not always being implemented. This was because appropriate references were not always sought and other pre-employment safety checks were not always evaluated. We were not confident that the provider was following the safer recruitment best practice guide. The director has recently reviewed the working roles and agreed to take charge of recruitment. As a result, The service was well placed to make improvements in the recruitment of new employees.

The organisation had failed to carry out its statutory duty to notify the Care Inspectorate when events such as allegations of abuse or when deaths occurred. A discussion took place with staff and the director who agreed moving forward this would be rectified. This gave us confidence that they were committed to driving forward improvement.

Medication management could be further enhanced. In some cases, it was not clear the level off support people required while being supported with medication and the recording systems associated with this. This meant that there were potential inconsistencies in how independent people could be in managing their own medication.

The service had not yet established a system for informing people of who would be providing their support. For some people this meant that they had carers in their home that they did not know. They told us that this made them feel vulnerable. The director told us that this system had been in place but had lapsed. We would recommend it be reinstated to help people know who to expect to provide their care and support on a day-to-day basis.

## 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
4 Dec 2018	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
26 Jul 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
12 Aug 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 4 - Good
20 Jan 2016	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good

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