

## Transitions Care Ltd Housing Support Service

Unit 18  
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Kemnay  
Inverurie  
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Telephone: 01467 643896

**Type of inspection:**

Unannounced

**Completed on:**

17 September 2019

**Service provided by:**

Transitions Care Limited

**Service provider number:**

SP2004006422

**Service no:**

CS2007145497

## About the service

Transitions Care has been registered since 2007. This service provides housing support and care at home for people who live in central Aberdeenshire.

They support people who have a wide range of needs, the support provided varies from very short periods of care to high input packages. Transitions Care "supports people to lead their lives, access services and achieve their hopes and dreams."

At the time of inspection, the service was providing support to 75 people.

## What people told us

We sent out 30 Care Standards Questionnaires to service users; 25 were returned to us. Everyone who responded said they were happy with the service provided by Transitions Care. Some of the comments were as follows:

"The service is very good. All the carers are very helpful and all very pleasant."

"I feel so lucky with the care I get."

"My mother looks forward to the carers coming and giving her so much support and kindness."

"We are happy with the care given."

"The care provided to my mother is very good and reliable."

"Sometimes the service changes my visit times and forgets to tell me however I appreciate the care that I get immensely, and I would be lost without them."

"My care is excellent, always polite and do any little extra if asked."

"Carer is a wonderful help, I look forward to their visit."

## 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	4 - Good

## What the service does well

People were experiencing very good support from the service, which was individually tailored and right for them. This service was supported by good management and leadership.

We found supported people were treated with dignity and respect by those that provided their support. Staff knew people well and responded to their needs. Supported people had access to a regular staff team whom they built up positive relationships with. This contributed positively to people being happy and content.

People benefited from care and support plans that were current and reflected the support they received from the service. The plans reflected each person's strengths and known preferences and choices. We could see that supported people and people who were important in their lives were involved in the reviewing of the plans. This was important to ensure that staff had detailed guidance to follow about how best to support people.

People experienced support that promoted their identity, independence, privacy and choice. We were confident that staff supported people to maintain their independence. Staff was proud to tell us that they promote enablement within people's care. This was because there was a strong emphasis in getting people to do things for themselves. For example staff allowed time for supported people to carry out daily tasks themselves while staff's emphasis was to ensure this was done safely. Staff told us that they considered this a key part of their work.

Relatives and staff told us of a wide range of activities that people took part in routinely that improved the quality of their lives such as; going out for coffee, gardening and to see shows at the theatre. As a result, people were being supported to maintain their independence and to live longer in their own homes.

We found that the organisation had invested in the staff team. Supporting people to do their job well and achieve additional skills and qualifications. Staff and management were committed and passionate about improving service delivery. This contributed positively to the service Retaining staff and helped promote good staff morale.

People were supported to be independent in managing their own medication. We found that management monitored staff's confidence and competence in supporting people with their medication. This contributed to promoting people's health and wellbeing.

Growth and development was important to the service, but we found that this was balanced with the need to deliver high quality support. This meant that it was done in a planned way that caused the least disruption to service users.

Overall, during our inspection, we found an organisation that was well led and managed, with caring staff who provided a very good service.

## What the service could do better

The service had made sound progress in monitoring the quality of the service and was in the process of developing a plan for improvement, that showed the progress to be made. We had confidence that this would support the vision of the service and involve the appropriate people. This meant that the provider could continually evaluate service delivery for improvement.

## 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	
6 Sep 2018	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
6 Sep 2017	Unannounced	Care and support	5 - Very good

Date	Type	Gradings	
		Environment Staffing Management and leadership	Not assessed Not assessed 5 - Very good
31 Oct 2016	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 5 - Very good 4 - Good
14 Jan 2016	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 4 - Good
3 Nov 2014	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 4 - Good
6 Nov 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership	3 - Adequate Not assessed 3 - Adequate 3 - Adequate
6 Jun 2013	Unannounced	Care and support Environment Staffing Management and leadership	2 - Weak Not assessed 2 - Weak 2 - Weak
4 Jul 2012	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate Not assessed 3 - Adequate 3 - Adequate
4 Jul 2011	Announced (short notice)	Care and support Environment Staffing Management and leadership	3 - Adequate Not assessed 3 - Adequate Not assessed
30 Jun 2010	Announced	Care and support	3 - Adequate

Date	Type	Gradings	
		Environment Staffing Management and leadership	Not assessed 3 - Adequate Not assessed
7 Jul 2009	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 4 - Good
10 Nov 2008	Announced	Care and support Environment Staffing Management and leadership	3 - Adequate Not assessed 2 - Weak 3 - Adequate

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