

## Ability Care Housing Support Service

St.James Business Centre  
Linwood Road  
Paisley  
PA3 3AT

Telephone: 0141 889 6111

**Type of inspection:**

Unannounced

**Completed on:**

11 December 2019

**Service provided by:**

Audrey Gilroy trading as Ability Care

**Service provider number:**

SP2004006346

**Service no:**

CS2004066423

## 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)

The service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Ability Care provides a combined housing support and care at home service to adults and older people living in their own homes. The company office is located in Paisley and services are currently provided throughout the Renfrewshire area.

The service's aims state:

"Ability Care Services aim to provide services to all its service users which consistently meets and exceeds their expectations."

At the time of the inspection, 45 people were using the service.

## What people told us

Prior to visiting the service, we sent 28 Care Inspectorate questionnaires to people using the service and their relatives, seven of which were returned completed. During the inspection, we spoke with eight people using the service and three relatives. Some of the comments we received included:

"Ability has changed my life. All the girls are fantastic. Very friendly."

"I am delighted that all my needs are being met. I must thank all staff for their kind support and respect. I am satisfied that my support is of a high standard."

"I highly commend Ability Care services. The staff are all professional, courteous, hard working and friendly. They treat my brother with respect. He looks forward to their visit every day. They meet both his care (support) and social needs."

"Couldn't speak highly enough of them."

"The standard of care he is given all the time is very high."

"Staff that I have are impeccable, I get on famously with them."

## Self assessment

A self assessment was not requested in advance of the 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	5 - Very Good

## What the service does well

People continued to experience very good compassionate care and support from a motivated management and staff team. The many positive comments we received reflected people's views of a supportive, responsive service that prioritised their needs. One person commented: "Every contact I have had with Ability Care has given me confidence in the service. The office staff are courteous and knowledgeable. Every carer has been kind, friendly and helpful. They are always punctual and, most importantly, they manage [person's name] care very well. I was reluctant to have carers initially, but they have made a huge difference."

Care planning was person-led and people's experiences shaped their care. People's preferences, needs and wishes were identified, ensuring their support was right for them. Consistency of staff promoted the development of positive working relationships. And this, combined with detailed information in people's care plans, enabled staff to provide individualised support. For example, one person, supported with the use of a hoist, described how staff's in-depth knowledge of their needs increased their confidence. This meant they felt safe and relaxed with staff during their support.

Promoting people's independence was a service strength, and people were supported to get the most out of life by engaging in activities that mattered to them. Whether this was maintaining preferred daily routines, or participating in organised events, people were empowered to have as much control over their support as possible. Speaking of their relative's care and support, one person told us: "Staff support him in making choices."

Consistently positive feedback from those we spoke with highlighted that staff and management were held in high regard. Very good communication was a key factor in ensuring people felt valued and respected. People told us the manager and staff listened to them and responded positively to their needs. Advance notice of staff rotas and regular contact from the manager fostered people's view of a reliable and helpful service. One person commented: "Communication is very good, they always keep us up-to-date with any changes."

A collaborative approach to service development and improvement ensured people's views were regularly sought. Frequent consultation took place using a variety of methods including questionnaires, phone calls and review meetings. Speaking about staff and management, one person commented: "They are always asking if there is anything else they can do to improve the service."

The service's Your Guide welcome pack provided comprehensive information that enabled people to make informed decisions about their support. For example, how people could be involved in staff recruitment, information about the Health and Social Care Standards and contact details for Advocacy and other support services were included. This demonstrated how the service ensured people's rights were promoted and upheld.

## What the service could do better

Reviews were taking place and people were consulted about their support on a regular basis. However, it was not always clear in the minute of the review if the person had attended or if they had been consulted. Review minutes should detail how the person was involved in the review process and reflect their input and feedback.

Risk assessments had been undertaken for people and were updated regularly. The service used a 'tick-box' system, and where risks were identified it was not always clear from the information recorded what action staff should take to address these. To ensure people were protected from harm, assessments would benefit from greater detail and information about how staff should respond. Risk assessments would also benefit from being more personalised. This would further assist the service to identify individual risks for each person.

Since the last inspection, the service had experienced some staffing difficulties. This meant that not all staff had received formal supervision in line with the service's supervision policy. The manager was aware of gaps in frequency for some staff and had begun to address these. Whilst this had not impacted on people's care and support, we discussed the need for all staff to have access to regular planned supervision. This would assist staff to reflect, learn and develop, and further enhance people's confidence in a knowledgeable and skilled staff team.

## 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
27 Feb 2019	Unannounced	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed 5 - Very good Not assessed
8 Mar 2018	Announced (short notice)	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed Not assessed 5 - Very good
10 Nov 2016	Unannounced	Care and support Environment Staffing Management and leadership 6 - Excellent Not assessed 6 - Excellent Not assessed
27 Oct 2015	Unannounced	Care and support Environment Staffing Management and leadership 6 - Excellent Not assessed 6 - Excellent 6 - Excellent
30 Sep 2014	Unannounced	Care and support Environment Staffing Management and leadership 6 - Excellent Not assessed 5 - Very good 5 - Very good
28 Aug 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed 5 - Very good 5 - Very good
20 Nov 2012	Announced (short notice)	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed 5 - Very good 5 - Very good
20 Nov 2012	Announced (short notice)	Care and support Environment Staffing 5 - Very good Not assessed 5 - Very good

Date	Type	Gradings	
		Management and leadership	5 - Very good
29 Oct 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
26 Nov 2009	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
5 May 2008	Announced	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	3 - Adequate

## 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.