

## Baillieston Community Care Ltd Housing Support Service

Parkhead School House  
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Glasgow  
G31 5EX

Telephone: 0141 771 6478

**Type of inspection:**

Unannounced

**Completed on:**

28 November 2019

**Service provided by:**

Baillieston Community Care Ltd

**Service provider number:**

SP2003003514

**Service no:**

CS2003055886

## About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services can be found on our website at [www.careinspectorate.com](http://www.careinspectorate.com)

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

Baillieston Community Care is provided by Baillieston Community Care Ltd, which is a registered charity. This home care service is available to anyone aged 16 or over, and is offered to people with a wide range of conditions including adults with physical disabilities, brain injury, learning disabilities and older adults with dementia. At the time of this inspection 140 people were using this service.

The service can include: personal care, wellbeing support, social support or domestic support. The organisation is managed by a board of directors. There is a chief executive who is the registered manager. He oversees two home care managers and there are three care co-ordinators, two quality officers and four team leaders for the teams of support workers.

The service has an office base in Parkhead, and a Day Centre in Baillieston. The service aims:

- To provide a person-centred approach to service delivery.
- To provide support to such persons and their carer/family.

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

## What people told us

The people we spoke with told us that staff and management were approachable and that they felt comfortable to raise any issues with them.

Comments included:

"We have been delighted with the service provided. I feel completely at ease and have no concerns at all."

"Paperwork makes sense, staff explain it to me."

"Best thing I've done is except help from them."

"The care is excellent; I really like the carers they look after us well."

"all staff are nice".

"communication is better now although if staff changes are made, I don't always get notice".

## Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at the service's improvement plan and quality assurance documentation. These demonstrated the service's priorities for development and how they monitored the quality of 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

People should experience high quality care that is right for them and be fully involved in all decisions about their support. We received very positive feedback from people we spoke with. They told us that they were supported by staff to do things that were important to them. This included getting out and about doing things they enjoyed. We observed warm, nurturing positive relationships and staff displayed genuine care and respect for people getting support.

We found that people had their own dedicated staff team built around them and were fully involved in making decisions about their support. People told us they felt respected and their wishes and preferences were used to shape how they were supported. The staff teams were often specifically trained to provide the unique support needed for each person. This helped people maintain their dignity and self-esteem. However, outcomes need to be more specific to each person and reviews used effectively to measure if they were met and frequency of being achieved.

It is important that people are fully involved in developing their personal plans, which identify their personal goals and needs. People should be confident that their personal plan is regularly reviewed to highlight any changes in their support needs.

We saw that personal plans were well-written and contained clear and comprehensive information on how to offer effective support. The plans included what mattered to each person and why these things were important; how to work towards these outcomes; and who would be involved, when and where. All support was reviewed at least within a six-month period. This meant that people received responsive care and support. However, outcomes need to be more specific with reviews used effectively to measure if they were met and frequency of being achieved.

People who experience care should have confidence in the people who support and care for them. We found that staff were recruited in a way which was informed by safer recruitment guidance and the process was organised and documented. We saw that an audit process was being introduced to ensure that procedures were followed consistently. This enabled people to benefit from safer recruitment principles being used. We noted that the induction process had been developed to ensure that staff did not start work before they had enough knowledge and skills. We heard from staff that shadowing was part of the process and there was ongoing discussion to ensure staff were clear about their roles and responsibilities. This meant that the induction process reflected and met the needs of individuals.

People should be supported by an organisation and service that are well led and managed. Families and people using the service and staff we spoke to told us that the management team were approachable. We saw that the service had ensured staff supervision had taken place and staff told us they found supervision beneficial. They discussed practice issues, training needs and personal development. People using this resource told us that they had confidence that staff used methods that reflected up-to-date knowledge and best practice guidance.

## What the service could do better

The service planned to maintain and build on their good practice of involving people in improving support. This included their service plan. They recognised that to do this they will need to continue to be flexible about the innovative ways they can encourage people to be as fully involved as possible particularly using reviews to identify future outcomes. We noted examples of good recording in care plans, but we felt that ensuring all staff record their involvement in a person-centred manner, to capture people's experiences and any outcomes achieved, remained a work in progress. We asked the management team to maintain its commitment to the support of staff in this area.

We discussed how the management team could monitor the practice of staff and we asked that people using the service be involved in this process. This would mean that staff would have personal development plans informed by people using the service and the formal opportunity to reflect on, or develop their practice.

We asked the management team to continue the use of the Plan, Do, Study, Act (PDSA) cycles as a model for improvement to trial any change. See recommendation 1.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. The provider should continue to build on their existing approaches to quality assurance to drive forward improvements with their service plan. To improve quality, the provider could benchmark the service being delivered against best practice, current legislation and the health and social care standards.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes'. (HSCS 4.19).

## 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

#### Recommendation 1

In order that people can always have confidence in receiving a reliable service, staff work schedules and operational systems should ensure that no one is disadvantaged, for instance, by missed visits, by staff feeling rushed or staff turning up early or late beyond a reasonable time.

This will ensure care and support is consistent with the Health and Social Care Standards, which state that: 'My care and support meets my needs and is right for me (HSCS 1.19).

**This recommendation was made on 24 August 2018.**

#### Action taken on previous recommendation

Fifty staff now have mobiles with another fifty to get them as feedback has generally been positive. This recommendation has been met.

#### Recommendation 2

In order that people have confidence in the service providing their care and support, the manager should ensure that:

- information given by staff, supported individuals, family carers or others is always passed on and acted on in an appropriate and prompt manner
- office managers respond appropriately, particularly when an unforeseen issue arises or when help is needed

This will ensure care and support is consistent with the Health and Social Care Standards, which state that: 'I am confident people respond promptly, including when I ask for help.' (HSCS 3.17).

**This recommendation was made on 24 August 2018.**

#### Action taken on previous recommendation

Very positive comments from external agencies re responsive care. This recommendation has been met.

## Recommendation 3

In order that people receive their support in a safe and consistent manner, the manager should ensure that :

- new staff do not begin working with someone until they have completed an appropriate period of shadowing experienced staff
- all staff have had the chance to meet the supported individual before they begin working with them, and where this is not possible, staff have received adequate background information on the person beforehand followed by reading the support plan in the house.

This will ensure care and support is consistent with the Health and Social Care Standards, which state that: 'I experience high quality care and support because people have the necessary information and resources.' (HSCS 4.27)

**This recommendation was made on 24 August 2018.**

### Action taken on previous recommendation

Increased monitoring has taken place with more robust induction and greater use of effective technology. This recommendation has been met.

## Recommendation 4

In order to promote people's confidence in the workers who support and care for them, the manager should:

- ensure that staff attend regular team meetings and/or other equivalent forums to reflect on their work practice and stay informed about service business
- provide opportunities for staff and develop a shared understanding of how their actions are underpinned by good practice guidance, such as the new Health and Social Care Standards.

This will ensure care and support is consistent with the Health and Social Care Standards, which state that: 'My care and support is consistent and stable because people work together well' (HSCS 3.19) and, '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.' (HSCS 3.14)

**This recommendation was made on 24 August 2018.**

### Action taken on previous recommendation

Greater spot checks are taking place which staff generally find helpful. This recommendation has been met.

## Inspection and grading history

Date	Type	Gradings
24 Aug 2018	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 4 - Good Management and leadership Not assessed
9 Aug 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
26 Jul 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
2 Sep 2015	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
6 Oct 2014	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 4 - Good
1 Oct 2013	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
3 Jul 2012	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good

Date	Type	Gradings	
11 Jul 2011	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed Not assessed 4 - Good
3 Aug 2010	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good Not assessed
16 Sep 2009	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 5 - Very good 5 - Very good
19 Sep 2008	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 4 - Good



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