

Care at Home City Wide Housing Support Service

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Unannounced

Completed on:

30 January 2020

Service provided by:

Dundee City Council

Service provider number:

SP2003004034

Service no:

CS2011286187

About the service

Care at Home City Wide provides a care at home support service across the city of Dundee. This service was first registered on 10 January 2012, but was re-registered in December 2017 when it amalgamated both the east and west of the city of Dundee into one large service.

The service is provided by 11 staff teams to the residents of Dundee and the surrounding area. At the time of our inspection, support was being provided to approximately 340 people. Support is provided in people's own homes and in housing with care.

The service aims are 'to provide high quality care and support to older people and those with a disability to enable them to remain in their own homes as independently as possible, and for as long as possible. Thereby supporting social inclusion and reducing the likelihood of long-term care in care homes and hospital admissions'.

The service aims to support best outcomes for service users including end of life support whilst operating in the line with individualised personal plans.

This service is provided by Dundee City Council.

What people told us

Prior to this inspection we received 27 completed Care Standards Questionnaires (CSQs) of these 14 strongly agreed and 13 agreed that they were overall happy with the care and support they received.

Comments included:

'Sometimes I get new staff and I have to tell them what to do.'

'All staff very kind and very helpful although sometimes a bit short of time.'

'As a service user myself the social care support workers give an excellent service in the small allotted times they are given.'

'The carers who come to seem, I have no complaints they are all very nice.'

'I am very satisfied with the care and support I receive, in terms of early morning hospital appointments it can be difficult to access earlier care.'

'They help me a lot and it means my family don't have to worry about me as they are too far away, I like all my carers they are all really nice and friendly, please don't change them.'

'The service I have received has been second to none, all the carers are excellent with a friendly and helpful attitude, I could not wish for better.'

'Satisfied with the service I receive.'

We also received 23 completed CSQs from relatives, of these 13 strongly agreed, nine agreed and one strongly disagreed that they were overall happy with the care and support provided by the service, comments included:

'My husband has personal care every morning and this supports myself which I greatly appreciate, at this time the care is support enough.'

'The regular team of carers that attend to my mothers needs are absolutely first class, I have so informed the teams supervisor who is also excellent and very sympathetic to the needs of the household.'

'My dad was discharged from hospital, to date there has not been a requested review of his care requirements.'

'The carers always introduce themselves to myself if I haven't met them previously, they are always very professional and show care and compassion for my mother. A service that has allowed my mother to stay at home. Always check that my mother is okay or needs anything else before they leave.'

'Mr X is very happy with the service he receives, he says that the carers change but the ones that have been coming to him are very good.'

'The staff take time with Mum as they know she can't be rushed, they are all so kind and considerate with her, couldn't ask for better.'

'Girls are superb, just don't believe they have enough time at each client.'

'They could do with a bit more time to care for patients.'

During this inspection we visited or spoke by telephone with 34 people using the service and four relatives who were present when we visited, they told us:

'The girls are really good, support started six years ago they supported my husband as well. Don't always know who is coming in although it's mostly staff I know, the staff who come in are pleasant enough.'

'Sometimes the support is alright and sometimes it's not, the times vary and that happens a lot, you don't always know who is coming in, they are respectful and I like it when they talk to you.'

'No complaints at all, they are very good, they took most of our squad away, still have three originals, the staff who come in are all very nice and they do what they are meant to do.'

'Absolutely wonderful they treat you like a queen, every one of my girls are perfect, they are great, funny and interesting, I really appreciate it.'

'My carers are like my family, a great team we have here, so attentive, just like my own family, the lassies are brilliant.'

'I love all the things the carers are doing for me, I wouldn't be without them.'

'They do give me a good service, the only thing is I get a lot of different carers they are all nice though.'

'I've got all the support I need, always on the dot. It has changed a bit, don't always know who is coming but they are all very pleasant and club together.'

'I get very good support, the only thing is getting lots of strangers, however I have no complaints.'

'I can't complain about anything, the carers are all good, lots of changes of staff but I am used to it, it doesn't phase me.'

'Very good care, it's excellent they go the extra mile for us.'

'Very happy with the care, staff are extremely pleasant, very kind, helpful.'

'Greatest thing in the morning is the sound of the key in the door - especially when you are on your own.'

'Always ask if I need anything - anything at all.'

'I never know who is coming in - never same twice, its ok - breaks the monotony.'

'I am happy actually. Lots of changes recently have some new girls.'

'Coordinator in a few times, fantastic just now.'

'No complaints whatsoever - good bunch of staff, two new ones on team.'

'Cannot fault the service. Out of this world, the girls are great.'

'They are good at rearranging times to accommodate appointments. All nice people.'

'Changed the staff round a bit but they are all very good. No complaints from me.'

'Staff are all good - get on with most of them.'

'My staff are all marvellous. Very happy.'

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

People could expect that their personal plan (sometimes referred to as a care plan) will be right for them because it sets out how their needs will be met, as well as their wishes and choices. From the sample of plans we saw, there was sufficient information to help guide staff to provide the support that people required whilst respecting personal preferences. Information had been reviewed regularly with the person and any other relevant people such as family members and social workers. There were very good records of review meetings and the discussions that had taken place – actions agreed were clearly set out.

People liked to know who was coming to support them. There had been some changes to the staff teams in the past year that meant that people were seeing different people. Some people told us they were sorry that they no longer saw some familiar faces but also said it was nice to meet new people. People told us that all the staff who supported them were very good.

People were supported to remain as independent as they were able to in relation to managing their medication. Most people only required a prompt or reminder from staff and this was well recorded. Other people needed staff to administer their medication and there were good records to describe this too. (See AFI)

Where people had been appointed a legal representative such as a Power of Attorney or Guardian, in most files this was recorded and copies of the powers granted had been obtained. (See AFI)

People using the service should have confidence in the staff because they are trained, competent, skilled, are able to reflect upon practice, and follow their professional and organisational codes.

Staff training records showed staff had access to a variety of training to support them to carry out their role, staff thought the quality of this was good. Some staff felt that training in mental health would be a good addition to the training provided. They also had access to formal qualifications such as Scottish Vocational Qualifications (SVQ). Staff were registered or were aware of the need to register with the Scottish Social Services Council (SSSC).

To support staff they had access to team meetings, supervision and appraisals. Staff also said that they felt part of a good team, that they were listened to and the management of the service were approachable should they have any issues, concerns or questions to discuss. Some staff did express concerns about some of the recent changes to the service and the new shift patterns that had been introduced.

Staff had accessed Adult Protection training and were able to describe what actions they would take if they had or witnessed any concerns.

People using the service can expect a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes. We saw that the organisers and registered manager undertook regular checks of processes to ensure that the quality of care provided was of a good standard, these included checks of things like medication, finances, medication competencies, twice yearly spot checks and support plan audits.

The manager and provider kept an overview of SSSC registrations to ensure staff met their responsibilities in this area.

The provider and management of the service had a development plan identifying key areas to be progressed now and in the future. This was being reviewed regularly.

People using the service were highly complimentary about the staff who provided the support and the organisers who they said were very helpful. Where people had issues they said that these had been resolved quickly and professionally.

What the service could do better

Care should be taken to ensure that any change to the administration of medication as it is prescribed is clearly explained.

Information could be clearer in relation to when a legal order such as Power of attorney has been registered although it is not yet in enacted/required.

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.

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
17 Dec 2018	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
21 Mar 2018	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
24 Mar 2017	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
5 Jan 2016	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
16 Mar 2015	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
18 Mar 2014	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 4 - Good

Date	Type	Gradings	
		Management and leadership	4 - Good
11 Feb 2013	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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