

Carewatch (Glasgow) Housing Support Service

Room 14
The Adelphi Centre
12 Commercial Road
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Telephone: 0141 418 0606

Type of inspection:

Unannounced

Completed on:

9 March 2020

Service provided by:

Dalefair Trading as Carewatch (Glasgow)

Service provider number:

SP2004004457

Service no:

CS2003054296

About the service

Carewatch (Glasgow) provides a housing support and care at home service to people in their own homes. Service provision includes personal care, support with shopping, medication and respite care. The provider is Dalefair Trading as Carewatch (Glasgow).

The registered manager is based in offices within the Adelphi Centre in Glasgow. In the office, the manager is supported by two coordinators. The two directors of the company and a training and recruitment manager are also based in this office. Three supervisors and a team of support workers deliver the day-to-day care and support in the community.

The main objective of Carewatch (Glasgow) is to assist and enable people to maintain their independence within their own home. In doing so, the service aims to protect those who are most vulnerable, promoting independence and social inclusion.

What people told us

On the whole, people who returned care standards questionnaires to us, and those we spoke with during the inspection, were positive about the experiences of care and support that they received. Comments included:

"Seeing a regular worker, where possible, has made a huge difference to my mum's wellbeing. It has helped her cope with anxiety which comes with dementia."

Self assessment

The service was not requested to submit a self assessment prior to the inspection.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

What the service does well

People told us that they were supported with compassion and dignity. We were also told that staff were, on the whole, respectful when they came into people's homes. This meant that people could trust the staff who supported them and that they valued the support they were receiving.

Support plans that we looked at were detailed, person centred and outcome focused. It was clear that people were involved in developing their support plans and risk assessments, and in reviewing them. This made people feel they were in control of their life and of how their care and support was planned.

The service was flexible and adapted to individual needs. We saw examples where changes on service delivery times had been changed to accommodate other plans that the individual had. We also saw examples of where support continued when people were in hospital, if they or their representative requested it. This reduced isolation that could have resulted from someone being in unfamiliar surroundings with unfamiliar faces.

We were satisfied that staff were recruited safely and that all relevant checks were carried out before staff could commence in the service. The service had a very good induction programme too. This ensured that staff were well prepared for the work they were to undertake. It also gave clients confidence in the staff that supported them.

While there had been a number of notifications of medication errors that had occurred in the service, we were satisfied that management was taking this seriously by putting measures in place to support staff and ensure clients' safety.

What the service could do better

While the management team assured us that they met regularly to share information, we noted that some information did not always filter through to all the individuals we would have expected to have knowledge about it. Some records demonstrating discussions that had taken place were not always fully completed. We have asked that this be addressed.

The service aimed, where possible, to ensure clients were attended to by regular and familiar staff. Where this was not possible, due to sickness or holidays, a replacement worker would go in to give the support. Some of the people that we spoke with told us that they were not always informed in advance when a different worker was going to be attending. Informing clients of any changes to who would be delivering their care and support would be seen as good practice. We had discussions with the manager about this and have been assured that, where possible, this would be done. We were also assured that as most runs were covered by two workers, it was unlikely that both workers would be unfamiliar to the client.

From what people told us, we were satisfied that they were involved in developing their support plans and risk assessments and in reviewing them. We have asked the service to ensure that clients or their representatives sign the agreed support plans and risk assessments in order to demonstrate their full involvement.

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	
24 Jan 2019	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
20 Feb 2018	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed

Date	Type	Gradings
29 Mar 2017	Announced (short notice)	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed Not assessed 4 - Good
16 Mar 2016	Announced (short notice)	Care and support Environment Staffing Management and leadership 4 - Good Not assessed 5 - Very good 4 - Good
20 Jan 2015	Unannounced	Care and support Environment Staffing Management and leadership 4 - Good Not assessed 4 - Good 4 - Good
9 Jan 2014	Announced (short notice)	Care and support Environment Staffing Management and leadership 4 - Good Not assessed 4 - Good 4 - Good
7 Feb 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed 4 - Good 4 - Good
18 Aug 2011	Unannounced	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed Not assessed 4 - Good
24 Nov 2010	Announced	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed Not assessed Not assessed
9 Dec 2009	Announced	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed 5 - Very good Not assessed

Date	Type	Gradings	
4 Nov 2008	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good

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