

Care Choices Housing Support Service

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Telephone: 03003 030 903

Type of inspection:
Unannounced

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Service provided by:
Aberdeen Cyrenians Ltd

Service provider number:
SP2003000015

Service no:
CS2020381006

About the service

Care Choices registered with the Care Inspectorate on 26 October 2020, and the provider is Aberdeen Cyrenians.

Care Choices provides services to people, 18 years of age and over, whose needs may include substance misuse problems, mental health difficulties and histories of offending behaviour. The support is provided by one staff team to adults in their own homes, in Aberdeen city. Care Choices objective is; "We offer home support in the service users own home, enabling them to live independent and fulfilling lives. We take a person-centred and friendly approach recognising that everyone has different goals in their own life, and our ethos is to enable people to live with as high a level of independence for as long as possible, retaining choice over the care that they receive."

What people told us

"I have regular carers and they are all good."

"There were some teething problems, but everything is fine now."

"They are a good company."

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	4 - Good
How good is our care and support during the COVID-19 pandemic?	3 - Adequate

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

4 - Good

Care Choices is a relatively new service and it was supporting people's wellbeing to a good standard. There had been instances of poorer practice in the early months and these have been resolved. We discussed the importance of maintaining these higher standards and saw systems which should support that.

People told us that their support was consistent, with a small number of workers, which they appreciated and meant they got to know one another. The organisation of support workers meant there was a focus on people's wishes and support could be adapted on a daily basis. There was good communication between all staff, this was described by workers, and demonstrated in care records. This was an important part of maintaining high standards while being flexible for people each day, because workers could easily see what had been done and what was planned.

The quality of care was reflected in the personal plans which were person centred and individualised. There was a focus on people's choices as well as their physical needs. As well as guiding the support staff with

people's wishes, the plans recorded contact with families, care managers and health professionals. This added to the ability to ensure people's health and wellbeing was optimised, with the support of all helpful parties. We noted an action in the improvement plan to do an annual review for all people and their support plans, and agreed with the leadership team that this was important, to ensure people's support was given correctly.

Taking medication was an example of an area where there was good joint working. Support workers aided the people as much or as little as they required, and they noted this correctly in care records. This enabled as much independence as people felt they could cope with. People were supported with dignity and respect and told us that they appreciated the relationships with the support workers.

How good is our care and support during the COVID-19 pandemic?

3 - Adequate

Care and support during the pandemic had some strong areas which need to be maintained and others which need to be further developed.

It is vital that infection prevention and control practices are safe for people experiencing care and for staff. We saw good use of personal protective equipment (PPE) and staff told us there was plenty available. The management team confirmed that they have a good supply system, meaning it won't unexpectedly run out.

Staff were seen to wash their hands in people's houses, and to maintain distance when possible. There were robust risk assessments and guidance for different scenarios, for example, if a family member was in the house and they had tested positive for Covid. This combination of strong guidance and good practice helped to keep people safe from the spread of infection.

The basic training for support staff was recently revised, and was in place and completed by almost all staff. This helped to ensure people were supported by workers who were trained. There was a reliance on online learning and we discussed future plans for observation and working alongside staff to ensure they were competent and using the skills from the online learning. This will be helpful for ensuring staff maintain good standards and have the opportunity to develop if required.

The staff told me they felt supported by the service manager, and there is online help for anyone who wants to use it. The leadership team and staffing arrangements have changed over the last few months. The service reduced to a small number of care packages with a small core team of support workers. This enabled them to be responsive to the changing needs of people using their support and to offer a consistent service. Recruitment for management and senior positions was recently completed, with the new team expected to be in place within a few weeks. The expectation is that a settled leadership team will support the present staff and embed a system of supportive leadership, from where they can expand their service if desired.

This service is presently adequate with the potential to be good when the systems are embedded. Staff are supported and developed by their own manager, and high standards are shown to remain over time (**see area for improvement 1**).

Areas for improvement

1. The service should ensure that leadership systems, and supportive and competency development for support workers is embedded and sustained, so that people consistently receive a high standard of care.

This is in order to ensure that 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); 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).

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Detailed evaluations

How well do we support people's wellbeing?	4 - Good
1.1 People experience compassion, dignity and respect	4 - Good
1.2 People get the most out of life	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - Good

How good is our care and support during the COVID-19 pandemic?	3 - Adequate
7.2 Infection prevention and control practices are safe for people experiencing care and staff	4 - Good
7.3 Leadership and staffing arrangements are responsive to the changing needs of people experiencing care	3 - Adequate

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