

Mochridhe Homecare & Housing Support Support Service

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Glasgow
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Telephone: 01414 276 067

Type of inspection:
Unannounced

Completed on:
31 January 2020

Service provided by:
Mochridhe Limited

Service provider number:
SP2006008297

Service no:
CS2006119252

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

Mochridhe Homecare & Housing Support is a service for adults and children under 16 years that aims to provide:

"a service which will allow you (the client) to take full control of your support offering an independent living package tailored to your individual needs. Our person-centred support team will work in partnership with you to ensure that at all times you receive a high-quality service that allows you to have an inclusive lifestyle."

The level of support depends on the needs of the individual, ranging from a few hours a week to 24 hours a day. At the time of this inspection there were 45 people using this resource.

What people told us

During this inspection two supported people and three relatives told us what they thought about this service when we visited them or spoke with them on the phone. Three people also provided feedback through the Care Inspectorate Questionnaires.

Some of the comments that we received included:

"All the staff are good."

"The service has been excellent. They put a lot of time into making sure that the right staff member is matched. All staff are friendly, cheerful and attend to forms of support required."

"Can't fault the service."

"Sometimes I think that there is too much paperwork."

"I do not like the time changes without enough notice."

Self assessment

The service were not required to complete a self assessment for this inspection year by the Care Inspectorate.

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.

Service users spoke highly of the staff who work in this service and spoke of the reliability and consistency of staff enabling trusting relationships to have been formed. We observed staff practice that was warm and positive.

As people experienced compassionate care and support views by service users were assisted by a stable team of staff. Preferred preferences, routines, needs and wishes were actively supported. We could see that staff were person centred in their approaches. For example, where appropriate, they devised and followed individualised support plans, which led to positive outcomes for each person. Workers had good knowledge of service users and their wishes and demonstrated very good skills and values.

We received 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 that they had enjoyed. We observed, nurturing positive relationships and staff displayed genuine care and respect for people getting support. By supporting people in their own homes, families and staff had reported significant improvements in wellbeing, for example, one person's communication and ability to cope with new experiences had improved significantly now that they had a quiet space as their home.

The service user had an allocated worker who involved the service user in compiling a person centered care plan. These were of a very high level of detail and good use made of signage, colours and photographs. Personal histories were also detailed and individualised. The manager confirmed that care plans were updated with the service user and their family on a regular basis. A care review was held at least every six months or sooner if necessary, with the service user, family members and staff. 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.

What the service could do better

To improve quality, the provider could benchmark the service being delivered against best practice, current legislation and the health and social care standards. In order to continue to promote confidence from families and people who use this service, the manager should ensure that staff who provide support and care have more opportunities to examine their practices. (See recommendation 1).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. To improve quality, the provider could benchmark the service being delivered against best practice, current legislation and the health and social care standards. This ensures that staff have forums to reflect on their work practice and have opportunities to develop a shared understanding of how their actions are underpinned by good practice guidance.

This is to ensure care and support is consistent with the Health and Social Care Standards which state: "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.

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
8 Feb 2019	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed Not assessed 5 - Very good
21 Mar 2018	Announced (short notice)	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed Not assessed 5 - Very good
2 Dec 2016	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed 5 - Very good Not assessed
25 Jan 2016	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed 5 - Very good 5 - Very good
9 Jan 2015	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed 5 - Very good 5 - Very good
13 Nov 2013	Unannounced	Care and support Environment Staffing
		5 - Very good Not assessed 5 - Very good

Date	Type	Gradings	
		Management and leadership	5 - Very good
31 Oct 2012	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
13 Oct 2011	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
2 Jun 2010	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
21 Apr 2009	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good

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