

## Cluaran Care Support Service

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**Type of inspection:**  
Announced (short notice)

**Completed on:**  
7 December 2021

**Service provided by:**  
Cluaran HCS Limited

**Service provider number:**  
SP2021000061

**Service no:**  
CS2021000098

## About the service

Cluaran Care was registered with the Care Inspectorate on 14 June 2021. It provides a Care at Home service to people living in the Stirling, Clackmannanshire and Falkirk areas.

The service is currently supporting one person. The service is provided by a team of six permanent staff and the manager.

The aim of the service is:

To support service users to achieve their own personal aspirations and:

- Promote independence through goal-setting and re-enablement approaches.
- Support people to explore and develop new personal life experiences and maintain existing interests.
- Encourage social networking or leisure pursuits, maximising the wider use of the community.
- Actively involve people in shaping their service, how it will be delivered and reviewed.
- Develop active partnerships with families and other agencies.

This was a Virtual Inspection which was carried out by the Care Inspectorate between the 26 November and the 7 December 2021.

## What people told us

People told us "I'm very happy with them, this is how care should be. I would recommend them to others. I have no problems with the care."

## 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?	4 - Good

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**

We evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

The service aims to provide a care service which meets people's needs and includes people in making decisions about their care.

The service was reliable. People knew who was going to provide their care and when they would be arriving and departing. Any changes due to sickness or holidays were communicated so people knew what was happening. This meant people felt secure in their support and could depend upon their carers to meet their needs.

The team providing support is small so people got to know each other well and felt at ease in each other's company. People were treated courteously with their care and support being the main focus of people's attention.

People were fully involved in the planning and delivery of their care. This included having a say in what care was required and when, and in having this care delivered according to their personal preferences. This meant people knew their views mattered. Communication in the service was good. People felt they had control of the care provided to them, including being able to be alone or to decline assistance if they wished. Their home and personal space was respected as theirs. This meant people felt comfortable and that their dignity and choice were respected.

The service is newly registered and whilst no formal reviews have yet been held the service has a system in place to ensure these happen in good time. People could raise any issues they had with the staff team and were confident they would be resolved.

People were supported to get the most out of life, to develop their creative interests, pursue activities they find interesting and fun and to enjoy their social life. People chose how and where they wished to use their support time for both education and leisure. Their wishes were respected and their support tailored to suit.

(See Area for Improvement 1).

### Areas for improvement

1. To promote people's safety and wellbeing the provider should ensure they operate within their conditions of registration and that all staff are registered with the appropriate professional body.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that "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." and "I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities."

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

4 - Good

People told us their care was provided by the same small group of people, meaning the risk of transmission of Covid was minimised as far as possible. The service had a contingency plan in place but it was not Covid-19 specific and did not give enough detail about what the service would do in the event of an outbreak. The service should address this in order that people can be confident that their support would be delivered safely if this were to happen.

We reviewed the service's Infection Prevention and Control policy. Information about the Covid pandemic, including the importance of hand washing was good. We signposted the service towards The Winter 21/22 Respiratory Infection Prevention and Control Addendum which details up-to-date guidance for care at home services.

Staff described the protocol they used when working with people and followed the service's Covid procedure and protocols which are in line with current guidance. Staff had access to enough PPE (Personal Protective Equipment) and alcohol based hand gel to use when no handwashing facilities were available. Staff were confident in using these protocols to help keep people using the service and themselves safe.

Staff follow a weekly testing protocol which is in line with current guidance. All staff have been vaccinated.

## 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).

## 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?	4 - Good
7.1 People's health and well being are supported and safeguarded during the COVID-19 pandemic	4 - Good
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	4 - Good

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