

Carr Gomm North Support Service

Carr Gomm
2 Queensgate Arcade
Queensgate
INVERNESS
IV1 1PQ

Telephone: 01463 242 112

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Unannounced

Completed on:
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Service provided by:
Carr Gomm

Service provider number:
SP2003002607

Service no:
CS2012306141

About the service

Carr Gomm North is a care at home and housing support service which is provided to adults and children living in their own homes. The support offered was a mixture of traditional care at home and home based respite.

At the end of December 2022, Carr Gomm North was supporting up to 188 people. The service was provided in a number of locations in the Highlands, with a range of different teams covering the different areas.

Carr Gomm values centre around:

- Choice
- Control
- Openness & honesty
- Interdependence
- Respect
- Kindness and compassion

About the inspection

This was an unannounced inspection which took place between 25 and 28 April 2023. The inspection was carried out by one inspector from the Care Inspectorate.

To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- gained views of 16 people using the service and 22 of their family and/or legally appointed guardians;
- gained views with 25 staff and management;
- observed practice and daily life;
- reviewed documents; and
- gained views from visiting professionals.

Key messages

- People were happy with the service they received.
- Staff were consistently kind and compassionate.
- Recruitment was difficult in some areas.
- The service wanted to provide more services, but were limited due to commissioning arrangements and staffing.

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?	5 - Very Good
How good is our leadership?	5 - Very Good

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

How well do we support people's wellbeing?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

People experienced care and support with compassion because there is warm, encouraging, positive relationships between staff and people making use of the service.

People were confident in their support because they trusted the staff coming in to see them. Staff knew how to communicate best with them. Family members alike relied on the service and staff were dependable. People looked forward to their support because of those relationships.

Where behaviour may be seen as challenging to others, staff provided sensitive support to reduce the impact. People were safe because staff understood their preferences and routines.

Staff noticed when there were concerns about someone and took necessary actions to escalate those concerns. The service worked with other agencies to develop ways of working that supported independence, balanced against risks and rights.

The service was flexible, and staff would try wherever possible to fit in with people's lives and routines. This included supporting family members when providing home-based respite. The service recognised the importance of supporting the many unpaid carers who accessed the service. They understood how important it was to enable this respite time and made sure they took care of their loved ones. Family members could not speak highly enough of the staff and the service. Many wished they could have respite support because they valued and trusted the staff and service.

In the care at home services, people and their families felt the same. They trusted, relied, and depended on the staff and service. They also could not speak highly enough of the service.

We heard extensively of the satisfaction from people. Here are some of those comments:

- 'Staff are reliable, any time there is a change of carers there are no problems. Everyone is so helpful'.
- 'Always look forward to my support coming in. I can relax knowing I have the company whilst my husband goes out'.
- 'Care is provided to my elderly mother. She is always offered patience and compassion'.
- 'Just an excellent service, I can't complain about anything'.
- 'I am very grateful of the service I receive'.
- 'The staff are like family to me really'.
- 'I wouldn't be where I am now without the staff here'.

External professionals were asked what they thought of the service. Here are some of those comments:

- 'Service provided is planned, delivered timeously, and meets the needs'.
- 'Service users report positive views of support staff'.
- 'Support staff are friendly and always happy at their work'.

How good is our leadership?**5 - Very Good**

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

Staff continually evaluated people's experiences to ensure that, as far as possible, people who are using the service are provided with the right care and support. People and their families were well informed, and their views were central to any changes implemented.

The operations manager demonstrated clear leadership. They had in place a systematic approach to quality assurance. Their leadership style was to empower and include others in this approach, with clear roles and responsibilities allowing for accountability within quality assurance.

Teams would discuss areas for improvements identified from quality assurance and would work together to achieve better outcomes. For example, the team in a care at home service had worked together to improve medication recordings in one service.

Managers and leaders encouraged self-reflection on practice through discussions with staff or via practical observations of their practice. Staff felt they were encouraged to learn through various activities from formal training to online opportunities. Leaders were open to and supported wider training opportunities.

Staff felt confident when they raised concerns because they knew that leaders would acknowledge and address these. They found leaders to be approachable.

When there was an unplanned event, staff responded appropriately. Managers and leaders would follow up by considering these events and making any necessary changes.

People or their families knew how to report concerns. They were confident any concerns would be dealt with appropriately.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

The service should ensure that care and support plans include an evaluation of any potential risk that may impact on the care and support provided. Risk reducing measures should also be identified and guidance for staff developed to minimise the likelihood of any identified risks happening.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state; "I experience high quality care and support because people have the necessary information and resources." (HSCS 4.27)

This area for improvement was made on 10 June 2019.

Action taken since then

The provider used an electronic personal plan system called PASS. We reviewed records that demonstrated evaluations of risk had taken place with any safeguards to reduce likelihood in place.

This has been met.

Previous area for improvement 2

The provider should ensure that a contingency plan is in place during periods where they are short-staffed to safeguard the wellbeing of people using the service.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state; "I experience stability in my care and support from people who know my needs, choices and wishes, even if there are changes in the service or organisation." (HSCS 4.15)

This area for improvement was made on 10 June 2019.

Action taken since then

The provider had a system in place for identifying where contingency support could be put in place. Since the last inspection there have been a number of changes to the service profile.

All of this combined meant this had been met.

Previous area for improvement 3

We recommend that the service puts into place a quality assurance system which they can use to effectively assess that the quality of care they provide meets the Health and Social Care Standards. The service needs to follow-up on findings and action plans to bring about improvements and these should be included in a service development plan.

This is to ensure that 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)

This area for improvement was made on 10 June 2019.

Action taken since then

The provider had a robust quality assurance system in place. The operations manager was leading the team with quality assurance and we were confident this had been fully addressed.

This had been met.

Previous area for improvement 4

It is recommended that the service reviews its monitoring of significant occurrences, accidents and incidents to ensure that all notifications to the Care Inspectorate are met within the set timescales.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state; "I use a service and organisation that are well led and managed." (HSCS 4.23)

This area for improvement was made on 10 June 2019.

Action taken since then

The operations manager and their team had reviewed their approaches. Accident and incident reports were considered and found to be fully completed. Notifications had been made to the relevant agencies when this was required.

This has been met.

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?	5 - Very Good
1.1 People experience compassion, dignity and respect	5 - Very Good
1.2 People get the most out of life	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good

How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good

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Care Inspectorate
Compass House
11 Riverside Drive
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