

Christina's Home Care Service Housing Support Service

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Type of inspection: Unannounced
Inspection completed on: 11 August 2016

Service provided by:
Christina's Home Care Service

Service provider number:
SP2004006970

Care service number:
CS2007167690

About the service

Christina's Home Care Service (CHCS) has been registered with the Care Inspectorate since 2011 to provide a combined housing support and care at home service to adults with a range of support needs in their own homes.

In the service brochure the mission statement for CHCS is stated as follows:

"To provide the best possible professional, integrated quality home care support to people of all ages and abilities in the Glasgow, East Renfrewshire and Renfrewshire areas."

What people told us

We noted feedback from people using the service that had been gathered by a satisfaction survey. Comments included:

"Feel like my family."

"Could not have managed on my own; my carer was very helpful and considerate - a very pleasant young lady."

We received an abundance of favourable comments from people we visited during the inspection that reflected a high degree of overall satisfaction.

Self assessment

We received a fully completed self assessment document from the provider. We were satisfied with the way the provider completed this and with the relevant information included for each heading that we grade services under.

The provider identified what it thought the service did well, some areas for development and any changes it had planned.

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

The personal plans we examined described and treated people respectfully and positively, and unique and personal information was recorded. We saw that this was being used to make a positive difference in the lives of the people receiving support. Some people had been involved, with support from their families, in developing their own personal plans. The information contained in the plans was central to the person's care.

There was a record of each person's life history and this was used in day-to-day conversations and support. The service had introduced a 'getting to know me' document for this purpose, which contained detailed information such as 'my likes and dislikes' and 'how best to support me'. This meant that people were seen as individuals and their abilities and strengths were recognised.

The plans contained some information on how to support people to communicate and how staff should communicate. Communication care plans and strategies were up-to-date and used consistently by staff.

We saw that each person using the service received a home care pack. The pack contained all expected information around service delivery and the complaints processes. This gave people using the service the opportunity to be listened to and empowered to make decisions about the service.

People that we met and spoke with confirmed they had received very good information on what to expect from the service.

We observed staff practice that was respectful, warm and positive. We saw that trusting relationships had been developed with the people they supported.

We found that staff were encouraged to develop their skills and had access to a variety of training opportunities. We noted that a comprehensive training programme was in place which covered topics such as dementia awareness and adult support and protection.

We saw that the manager and team leader regularly monitored the practice of staff and provided supervision. This meant that the staff had personal development plans and the formal opportunity to reflect on, or develop their practice.

We noted that regular team meetings and staff forums had occurred. Staff interviewed confirmed they attended and could participate freely and shape the agenda.

What the service could do better

We suggested that the service could introduce one-page profiles to augment the comprehensive personal plans for people using the service. A one page profile captures all the important information about a person on a single sheet of paper and provides an at-a-glance way of knowing what really matters to the person in their life and the way they are supported to live it. We directed the service to www.helensandersonassociates.co.uk for further guidance.

We spoke of how the detailed quality assurance systems and methods could be developed further to gather feedback from people using the service around the information provided to them. This would exemplify that the information people receive is relevant and continues to meet their needs.

We noted that staff had received training opportunities to improve the quality of dementia care. The staff team had not, however, been mapped into Promoting Excellence, the framework for all health and social services staff working with people with dementia, their families and carers. The framework identifies levels of practice that define the knowledge, skills and behaviours specific to the worker's role in relation to dementia.

We discussed how the processes of monitoring the practice of staff and supervision could be combined. This would enable supervision to be based on observations of competency and afford people using the service the opportunity to give their opinion about the support they receive from staff. People using the service could be directly involved in staff development, to ensure that their support is provided by staff who have the skills and competence to carry out the tasks they require.

We will monitor progress in these areas for development at the next inspection.

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

Inspection and grading history

Date	Type	Gradings
30 Jul 2015	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
29 Jan 2015	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
19 Mar 2014	Unannounced	Care and support 3 - Adequate Environment Not assessed Staffing 3 - Adequate

Date	Type	Gradings	
		Management and leadership	2 - Weak
14 May 2013	Unannounced	Care and support Environment Staffing Management and leadership	2 - Weak Not assessed 2 - Weak 2 - Weak
20 Jul 2012	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 4 - Good
21 Nov 2011	Unannounced	Care and support Environment Staffing Management and leadership	2 - Weak Not assessed 2 - Weak Not assessed
6 Jul 2011	Announced (short notice)	Care and support Environment Staffing Management and leadership	2 - Weak Not assessed 2 - Weak Not assessed
17 Jun 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
9 Nov 2009	Re-grade	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 3 - Adequate Not assessed
14 May 2009	Announced	Care and support Environment Staffing Management and leadership	3 - Adequate Not assessed 2 - Weak 3 - Adequate

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