

Christina's Home Care Service Housing Support Service

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Type of inspection: Unannounced
Inspection completed on: 28 August 2017

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: '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.'

The service currently supports people in Glasgow and East Renfrewshire.

What people told us

Everyone we met was extremely positive about the service. We received an abundance of favourable comments and it was evident that people who used the service greatly enjoyed its input.

Examples of comments we received were:

'It's important to me that all staff tell me who they are when they come into my house and it's nice that staff arrive and remind me of their names.'

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at the service's improvement plan and quality assurance documentation. These demonstrated the service's priorities for development and how they monitored the quality of provision within the service.

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

The service remained committed to delivering a very good standard of care and support, which was person-centred and focused on meeting people's needs and preferences.

We found the level of information in care plans provided staff with guidance to support service users in a consistent way and in the way they preferred. Care plans were effective and stated how the tasks carried out supported people to improve their life, or continued to support their independence.

By following care plans for service users we found staff appropriately implemented the planned care. Staff we spoke with during this inspection showed very good knowledge of the needs of the people using the service. People using the service stated they were confident that the support staff met their health and wellbeing needs.

There was a strong, well-established commitment to the meaningful involvement of people using the service and there were very high levels of satisfaction with the quality of the service. This gave people an opportunity to raise any issues and influence the quality of their service.

Staff we spoke with during the inspection commented that they received very good support from their peers and from the management team. We found that the management team met regularly, and with the staff teams, to maintain and develop staff practice and learn about new guidance.

The management team provided strong leadership and support to a well-trained, skilled and motivated staff team.

Quality assurance and monitoring systems were very effective. The overall performance of the service was closely monitored and there was a clear commitment to the maintenance of high standards and ongoing development.

From the evidence we examined at this inspection, we saw that there was an assurance to continually improve the quality of the service for the people who used it.

What the service could do better

We discussed how the service planned to fully utilise its electronic call monitoring and planning system to provide a variety of data to complement the quality assurance processes already in place. The data gathered should enable quality checks, such as staff compliance to their schedule and the time staff require for particular visits. This information could be used to monitor staff or make necessary changes to a person's care plan.

We reviewed the service's plans in respect of the registration of the majority of its staff team with the Scottish Social Services Council (SSSC), due in October 2017. The SSSC is responsible for registering people who work in social services and regulating their education and training. This helps to raise standards of practice, strengthen and support the workforce and increase the protection of people who use services.

We were advised that an overview of staff due to register and how the process of registration would be managed was being developed.

We advised the service to refer to the SSSC Step into Leadership programme for developing staff skills and promoting and recognising leadership qualities.

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
11 Aug 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
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 Management and leadership 2 - Weak
14 May 2013	Unannounced	Care and support 2 - Weak Environment Not assessed Staffing 2 - Weak Management and leadership 2 - Weak
20 Jul 2012	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good

Date	Type	Gradings	
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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