

Christina's Home Care Service Housing Support Service

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Telephone: 0141 423 7775

Type of inspection:

Unannounced

Completed on:

24 August 2018

Service provided by:

Christina's Home Care Service

Service provider number:

SP2004006970

Service no:

CS2007167690

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

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Christina's Home Care Service is registered 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 the service 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

The people we met with during the inspection were extremely complimentary about their experience of the service. People told us the staff were very friendly and caring and provided examples of how the service enabled them to have a very good quality of life, living where and as they wanted. They told us the service was very reliable and responded to their needs.

It was evident the support provided was highly valued by people using the service. People experiencing care said:

"Christina's Home Care Service have provided excellent care for our relative. Staff are reliable, punctual, clean and trustworthy. They easily adapt to her changing needs. The office staff promptly respond to our enquiries and quickly and calmly resolve any points we might bring up. I would recommend Christina's carers."

"Our carers are wonderful, very caring and loving. We both look forward to their visits. They are so good with my relative and totally fulfil all his needs. They also take time to ask if I need anything, I enjoy their chats."

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	5 - Very Good
Quality of management and leadership	not assessed

What the service does well

We saw that staff demonstrated the principles of the Health and Social Care Standards in their day-to-day practice. This meant that people experienced care and support with compassion, as we observed warm, nurturing and positive relationships between staff and people. Staff displayed genuine care and respect for people experiencing care. They took the opportunity to get to know each person and were interested in their lives and skills. They had good knowledge of people's circumstances and were observant to any changes. People told us they felt respected and listened to, as their wishes and preferences were used to shape how they were supported.

We noted that people were involved in decisions about the service in ways that were meaningful to them. There was a strong, well-established commitment to the involvement of people using the service and there were 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.

It is important that people experiencing care are fully involved in developing their support plans, which identify their personal goals and needs. People should be confident that their support plan is regularly reviewed to highlight any changes in their support needs. We saw that support plans contained detailed information on people's support needs that identified outcomes the person wished to achieve. People told us they had regular contact with key staff and were encouraged to review their support plan.

People who experience care should be confident that the staff who support them are competent and receive training relevant to their needs. We noted that staff were recruited in a way which was informed by guidance around safe recruitment. The process was well-organised and documented and elements of the procedure were followed.

The staff induction process was tailored to the training needs of individual staff and their role. The process had been developed to reflect the needs of people experiencing care and there was an emphasis on implementing the Health and Social Care Standards as underpinning values for care and support.

We saw that staff competency was regularly assessed to ensure that learning and development supported better outcomes for people experiencing care. The service had a training plan which reflected the support needs of people and staff told us they had regular opportunities to participate in training that was relevant to their role. This meant that people were supported by staff who understood and were sensitive to their needs and wishes.

We noted that supervision and appraisal were used constructively and were valued by staff. People experiencing care were involved in the supervision process and this helped ensure that staff development supported improving outcomes for people.

What the service could do better

We discussed the introduction of the new Health and Social Care Standards and their focus on the outcomes for people and their experiences of the service provided. We recognised that a commitment to meeting people's needs remained, but the management team acknowledged that work was still to be done by staff, especially around the recording of the support provided.

We read daily records of care and support, within personal plans, and found that, in general, they were a very good process for the recording of information. We noted many examples of good recording, but we felt that ensuring all staff record their involvement in a person-centred manner was occasionally inconsistent. We asked the management team to maintain its commitment to the support of staff in adhering to good standards of practice around recording and reporting.

When we examined personnel records, we noted some inconsistencies in the processes of the recruitment of staff, in particular around the checking of references. We acknowledged that, in general, staff were recruited in a way which had been informed by aspects of safer recruitment guidance, but felt that these should be implemented thoroughly on every occasion. (See recommendation 1)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The provider should ensure that staff are recruited in a way which has been informed by all aspects of safer recruitment guidance. This ensures care and support is consistent with the Health and Social Care Standards, which state: "I am confident that people who support and care for me have been appropriately and safely recruited." (HSCS 4.24)

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
28 Aug 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
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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