

Christina's Home Care Service Housing Support Service

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Glasgow
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Telephone: 0141 423 7775

Type of inspection:

Unannounced

Completed on:

29 August 2019

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."

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. We have included some comments from people in the inspection report.

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

People should expect to receive high quality care and support that is right for them and to experience compassion, dignity and respect. We observed competent, efficient, warm and compassionate care being delivered. One family told us: "We are extremely content with the level of care, support and interest given to our relative. We could not ask for better." It was wholly evident that warm and trusting relationships existed and we saw staff exhibit great skills and knowledge of people, and how they wished to be supported.

We observed that carers paid attention to the small things that were important to each person, such as closing a window or knowing the accompaniments a person liked with their meal. We saw the positive impact the service made to people daily and how their needs were being met. People we met appeared relaxed and very comfortable with their carers and everyone we spoke with told us they were very happy with the service.

People could be confident that their care and support would meet their needs and be right for them. We saw that people had detailed personal plans that described important information about their support as well as their choices and preferences. Plans were outcome focused and contained comprehensive information, and most had recent reviews. This meant staff had available and up-to-date information which enabled them to support people well.

People should expect to be involved in improving the service they use and give regular feedback on how they experience care and support. We found that people were asked to contribute to improvements by means of reviews and regular surveys. We noted comments such as: "The care I receive is excellent and the carers are punctual. If they are late they always apologise. Thanks." and "I am very pleased with the care and attention from all the girls. Consistency of care has been appreciated." We were told that the service was well led and managed, and people said they would be confident in raising issues should any arise.

The management team provided positive leadership to a well-trained and skilled staff team. We found that staff were encouraged to be visible role models and champion posts had been developed for this purpose. This encouraged the promotion of positive leadership values to enable people to benefit from a supportive, inclusive and respectful culture.

People should benefit from a culture of continuous improvement with the organisation having robust and transparent quality assurance processes. From the evidence we examined at the inspection, we could see that there was an assurance to continually improve the quality of the service for the people who use it.

What the service could do better

We suggested that carers could contribute further to personal plans by adding more of the small details they knew about people's personal preferences and choices so that each person could experience consistent care.

We found that some formal reviews of personal plans had not occurred within the expected time-frame and we advised the service in this respect. We noted that personal plans were evaluated regularly, and staff were wholly aware of the most up-to-date information to best support people experiencing care. We supported the service in their development of a structure to plan regular reviews and care quality checks.

Whilst looking at events and incidents that had occurred over the past few months, we found that the occurrence of a sudden death should have been notified to us. This is in breach of our guidance - Records that all registered service (except child-minding) must keep and guidance on notification reporting - and the service was advised of this breach and reminded of the need to ensure that all notifications are submitted to the Care Inspectorate correctly. We will monitor this and review at the next inspection.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

Please see the following sections of this report - What the service has done to meet any requirements we made at or since the last inspection and What the service has done to meet any recommendations we made at or since the last inspection

You can also see our website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

Requirement 1

The provider must ensure that the service is provided at agreed times and by a recognised and consistent group of staff, and in such a way that meets the identified needs of the service user as recorded in the agreed support plan.

This is in order to ensure that care and support is consistent with section 3.11 of the Health and Social Care Standards which states "I know who provides my care and support on a day-to-day basis and what they are expected to do. If possible, I can have a say on who provides my care and support." It is also necessary to comply with Regulation 3 Principles and Regulation 4(1)(a) Welfare of users of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

This requirement was made on 12 March 2019.

Action taken on previous requirement

This requirement was made as part of a complaint investigation. The service strived to ensure continuity and consistency in the provision of services and evidence was noted to demonstrate that core teams were in place for people. However, occasions arise where these may be forced to change due to other exigencies or unexpected occurrences. People were advised of these changes and were offered a copy of their planned schedule.

Met - within timescales

Requirement 2

The provider must ensure that action is taken to ensure that service users are supported by staff who are competent to meet their needs. In order to achieve this, the service provider must ensure that:

The individual needs of each service user are considered, and specific staff are identified who have who have the experience, training and skills necessary to meet these.

Each service user is provided with care and support by the staff identified as having the necessary skills to meet their needs.

This is in order to ensure that care and support is consistent with section 3.14 and 3.18 of the Health and Social Care Standards which state "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 supported and cared for sensitively by people who anticipate issues and are aware of and plan for any known vulnerability or frailty."

It is also necessary to comply with Regulation 4(1)(a) Welfare of users of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

This requirement was made on 12 March 2019.

Action taken on previous requirement

This requirement was made as part of a complaint investigation. Training did occur with staff prior to them commencing their employment and as part of ongoing development. Specific training for people with individual needs was now in place.

Met - within timescales

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

Recommendation 1

The service should ensure that all staff are trained in all areas of the needs of the service users they support.

Health and Social Care Standards

3.14 - 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.

This recommendation was made on 12 June 2019.

Action taken on previous recommendation

This recommendation was made as part of a complaint investigation. Training did occur with staff prior to them commencing their employment and as part of ongoing development. Specific training for people with individual needs was now in place. This recommendation had been implemented.

Recommendation 2

Staff and management should use daily care notes to identify any concerns over an individual's care, on this occasion bathing, all concerns should be identified and promptly raised with the relevant people to ensure that care needs are met at all times.

Health and Social Care Standards

3.17 - I am confident that people respond promptly, including when I ask for help.

3.18 - I am supported and cared for sensitively by people who anticipate issues and are aware of and plan for any known vulnerability or frailty.

This recommendation was made on 12 June 2019.

Action taken on previous recommendation

This recommendation was made as part of a complaint investigation. Care notes were used to identify concerns over care and the service had contacted the placing council regularly to advise them of issues. This recommendation had been implemented.

Recommendation 3

Staff should keep clear records of when an individual has eaten as means of ensuring that a service user has had enough to eat each day. Staff should be vigilant of any warning signs such as over stock of food or regularly refusing meals, these concerns should be promptly reported.

Health and Social Care Standards

3.17 - I am confident that people respond promptly, including when I ask for help.

3.18 - I am supported and cared for sensitively by people who anticipate issues and are aware of and plan for any known vulnerability or frailty.

This recommendation was made on 12 June 2019.

Action taken on previous recommendation

This recommendation was made as part of a complaint investigation. A system was now in place to record food and fluid intake, where appropriate and required. This recommendation had been implemented.

Recommendation 4

When any allegation regarding potential harm is reported to the service, this must be addressed in line with company policy and the Adult Support and Protection Act (Scotland) 2017.

Health and Social Care Standards

3.22 - I am listened to and taken seriously if I have a concern about the protection and safety of myself or others, with appropriate assessments and referrals made.

This recommendation was made on 21 February 2019.

Action taken on previous recommendation

This recommendation was made as part of a complaint investigation. Care notes were used to identify concerns over care and the service had contacted the placing council regularly to advise them of issues. This recommendation had been implemented.

Recommendation 5

Personal care should be provided in line with an individual's agreed plan of care, should this not be possible the reason should be clearly recorded in the client's care plan or daily care notes.

Health and Social Care Standards

1.15 - My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices.

1.23 - My needs, as agreed in my personal plan, are fully met, and my wishes and choices are respected.

This recommendation was made on 21 February 2019.

Action taken on previous recommendation

This recommendation was made as part of a complaint investigation. Plans sampled and practice observed demonstrated that personal care was being provided in line with the plan and wishes of the person concerned. This recommendation had been implemented.

Recommendation 6

The service should ensure that each client has an accurate assessment of their medication support needs and their care plans updated accordingly. If this is administering there should be an administration recording system put in place.

Health and Social Care Standards

1.23 - I experience high quality care and support that is right for me.

4.27 - I experience high quality care and support because people have the necessary information and resources.

This recommendation was made on 21 February 2019.

Action taken on previous recommendation

This recommendation was made as part of a complaint investigation. A system was now in place to record medication, where appropriate and required. This recommendation had been implemented.

Recommendation 7

Those receiving the service should be informed who will be delivering their support and when changes are made.

Health and Social Care Standards

3.11 - I know who provides my care and support on a day to day basis and what they are expected to do. If possible, I can have a say on who provides my care and support.

This recommendation was made on 28 September 2018.

Action taken on previous recommendation

This recommendation was made as part of a complaint investigation. The service strives to ensure continuity and consistency in the provision of services and evidence was noted to demonstrate that core teams are in place for people. However, occasions arise where these may be forced to change due other exigencies or unexpected

occurrences. People were advised of these changes and were offered a copy of their planned schedule. This recommendation had been implemented.

Recommendation 8

The provider should ensure that records of significant events are made appropriately so that important information is communicated to appropriate parties in line with all legal requirements.

Health and Social Care Standards

3.14 - I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional codes.

This recommendation was made on 28 September 2018.

Action taken on previous recommendation

This recommendation was made as part of a complaint investigation. Care notes were used to identify concerns over care and the service had contacted the placing council regularly to advise them of issues. This recommendation had been implemented.

Recommendation 9

The provider should ensure that people get the medication they need, the provider must ensure that medication support is provided as directed by the prescriber and appropriate records are kept.

Health and Social Care Standards

1.19 - My care and support meets my needs and is right for me.

This recommendation was made on 28 September 2018.

Action taken on previous recommendation

This recommendation was made as part of a complaint investigation. A system was now in place to record medication, where appropriate and required. This recommendation had been implemented.

Recommendation 10

The provider should ensure that staff are recruited in a way which has been informed by all aspects of safer recruitment guidance.

Health and Social Care Standards

4.24 - I am confident that people who support and care for me have been appropriately and safely recruited.

This recommendation was made on 1 October 2018.

Action taken on previous recommendation

This recommendation was made at the last inspection. The files sampled demonstrated that the recruitment and selection processes were now informed by safer recruitment guidance. This recommendation had been implemented.

Inspection and grading history

Date	Type	Gradings
24 Aug 2018	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
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

Date	Type	Gradings	
		Management and leadership	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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