

Community Care Choice

Service name

Community Care Choice

Service address

39 Bankhall Street

Glasgow G42 8SL

Type of care service

Housing Support Service

Provider name

Community Care Choice

Service number

CS2005088402

Date of inspection

1 November 2005

Type of inspection

Announced

Care Commission Office

Central West.

Period since last inspection

Introduction

Community Care Choice provides an integrated Housing Support/Care at Home support service to forty seven adults that reside within the South Side of Glasgow.

This is the first inspection that the Care Commission have undertaken with this service.

Basis of Report

The purpose of the inspection was based on The Regulation of Care (Requirements as to Care services)(Scotland)Regulations 2002.Statutory Instrument 114 and examined performance in relation to the National Care Standards for Housing Support/ Care at Home Services, in particular :

Standard - Informing And Deciding.

Standard 2- Your Legal Rights.

Standard 3- Management And Staffing Arrangements.

Standard 4- Housing Support Planning.

Standard 7- Exercising Your Rights.

Standard 8-Keeping Well-Medication.

This inspection involved one Care Commission Officer carrying out an announced inspection over two days. The officers attended the offices of the Support Service and looked at a range of policies and procedures, staff training records, service user's personal plans, complaints procedure, and accident and incident recordings.

During the inspection which took place between Tuesday November 1st 2005 and Wednesday November 2nd 2005 the Officer met with three current service users, three relatives and four staff members. The Officer also conducted telephone interviews with five service users over the course of the inspection.

Action taken on requirements in last Inspection Reports

This section is not applicable as this is the first inspection undertaken with this service.

Comment on Self-Evaluation

The self evaluation document was completed in full and highlighted some areas for development, which correlated with the findings of the inspecting Officer.

View of Service Users

Prior to the commencement of the inspection the Care Commission received seven completed questionnaires from service users.

The Officer met with three service users, and spoke with a further five service users on the telephone over the course of the inspection.

All the feedback from the service users was very positive and included comments: " the staff are marvellous, the manager has the knack of employing very good staff", " the staff are really very nice and down to earth".

One service user expressed the view that staff should not wear uniform as this brought attention to them from their neighbours, other service users expressed that staff uniform brought a professional feel to their duties.

View of Carers

The Officer met with three relatives during the inspection. The feedback from the relatives was very positive. Two relatives expressed that they felt the service manager was very approachable and felt that if there were any issues of concern they would be quickly addressed. One relative felt that they would like to receive more robust information from the provider in respect of a support timetable.

Regulations / Principles

National Care Standards

National Care Standard Number 1: Care at Home - Informing and Deciding

Strengths

An introductory pack was available for service users and their relatives which contained most of the required information.

Areas for Development

The introductory pack should contain the following information: what the cover arrangements are if the homecare worker is sick or absent, what are the limits to the service and what the arrangements are if the service closes or there is a change of ownership.

National Care Standard Number 2: Care at Home - The Written Description

Strengths

From the personal plans examined by the Officer it was evident that service users had received a written agreement which clearly set out the terms and conditions for receiving the service and information on how to end the service.

Areas for Development

The written agreement should contain information on how the service meets the needs of the service user and when the service will be reviewed.

National Care Standard Number 4: Care at Home - Management and Staffing

Strengths

The provider had policies and procedures which covered all legal requirements.

The service users and their relatives spoken with by the Officer over the course of the inspection expressed that the service was very reliable and that they were made aware of any changes to service delivery in advance.

Staff wore uniforms and carried identification which confirmed that they were being provided through the support service.

The staff spoken with by the Officer expressed that they received regular supervision and that they felt supported in their role by the support service manager, staff also expressed that they were familiar with the provider's policies and procedures.

Areas for Development

The provider should review the current application form to ensure that candidates give clear information on referees. The provider should develop a system which clearly records what training staff have received including up-to- date best practise training. See Recommendation 1.

Staff should receive training which is pertinent to their experience and personal development.

The staff files should contain all the required recruitment information. See Requirement 1.

National Care Standard Number 7: Housing Support Services - Exercising Your Rights

Strengths

The staff team had a great deal of experience in supporting people in their own homes. Through staff interviews the officer noted that staff were very aware of service user confidentiality.

Service users and their relatives spoken with by the Officer expressed that the service delivered by the provider was continuous and that the care staff were very well known to them.

The provider kept relevant data securely on the service users.

Areas for Development

The support plans of service users need to be developed, they should include: clear assessment data, the service users preferences, clear details of how the service provided meets the needs of the service user and when the service will be reviewed.

The provider should be able to demonstrate that the care package has been discussed and agreed with the service user.

National Care Standard Number 8: Care at Home -Keeping Well -Keeping Well - Medication

(where help with taking medication is provided as part of the service)

Strengths

The provider does not support service users with medication.

Areas for Development

National Care Standard Number 11: Care at Home - Expressing Your Views

Strengths

Service users and their relatives spoken with by the Officer over the course of the inspection expressed that they were aware of the complaints procedure and that they would use it if required.

Complaints were recorded and dealt with appropriately.

Areas for Development

Enforcement

There has been no enforcement action taken.

Other Information

The officer spoke with four staff members over the course of the inspection. All the staff spoken with expressed that they felt positive about working in the support service and that they felt supported by the service manager.

Requirements

For adherence to Statutory Instrument 114 The Regulation of Care (Requirements as to Care Services)(Scotland) Regulations 2002 the following requirement is made:-

1. Regulation 9(1) - Ensure that all staff that are employed by the Care Service are fit to be employed. This process includes the provider securing two written references and a Scottish criminal records check for each staff member.(Timescale: Immediate).

Recommendations

1. Staff personal files should contain information on what training they have received. Care at Home- Standard 7.

Catherine Payne
Care Commission Officer