

## Care service inspection report

# Community Careline Services - Glasgow

## Housing Support Service

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Glasgow

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Telephone: 0141 423 4689

Inspected by: Drew Conlon

Type of inspection: Announced (Short Notice)

Inspection completed on: 10 July 2012



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## Service provided by:

Community Careline Services

## Service provider number:

SP2004004446

## Care service number:

CS2004063857

## Contact details for the inspector who inspected this service:

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## Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

### We gave the service these grades

Quality of Care and Support	5	Very Good
Quality of Staffing	5	Very Good
Quality of Management and Leadership	5	Very Good

### What the service does well

There is a high standard of communication between service managers, staff, service users and family members.

### What the service could do better

New 'Statement of Purpose and Guide to Services' information packs have been prepared and printed.

### What the service has done since the last inspection

There was a better return rate from staff to Care Inspectorate questionnaires than was noted in the previous report.

### Conclusion

A flexible and responsive service which is also reliable, is highly valued by service users.

### Who did this inspection

Drew Conlon

# 1 About the service we inspected

Community Careline Services provide an integrated care at home and housing support services to a range of service user groups. The hours of service provided can vary widely depending on the assessed needs of individual service users.

The aims and objectives of the provider include:

'Our service emphasises the importance of staff completing their duties discreetly, efficiently and to the highest standards. We aim to be flexible and to respond to our clients needs fully and professionally'.

Prior to the 1 April 2011, this service was registered with the Care Commission. On that date, the new regulatory body Social Care and Social Work Improvement Scotland (Care Inspectorate) took over the regulatory tasks of the Care Commission including its registration activity. This service is now registered with the new body, Care Inspectorate.

Based on the findings of this inspection this service has been awarded the following grades:

**Quality of Care and Support - Grade 5 - Very Good**

**Quality of Staffing - Grade 5 - Very Good**

**Quality of Management and Leadership - Grade 5 - Very Good**

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website [www.careinspectorate.com](http://www.careinspectorate.com) or by calling us on 0845 600 9527 or visiting one of our offices.

## 2 How we inspected this service

### **The level of inspection we carried out**

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

### **What we did during the inspection**

The evidence for this report was gathered by Drew Conlon, Inspector. He visited the service over two days on Monday 9 July from 9:30am to 4:30pm and on Tuesday 10 July from 9:30am to 4:00pm. During this time, he spoke with the care manager, a care co-coordinator and five support workers. He also made home visits to three households and met with two carers and two service users. In addition, he considered ten questionnaires completed by service users and family members and fourteen questionnaires completed by staff members.

He also considered a wide range of policies and procedures and other related documentation including:

- Care plans
- Training records
- Participation policy
- Service quality questionnaires
- Accident records
- User and carer participation policy
- Guide to services.

### **Grading the service against quality themes and statements**

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

### **Inspection Focus Areas (IFAs)**

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

### **Fire safety issues**

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at [www.firelawscotland.org](http://www.firelawscotland.org)

## **The annual return**

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

**Annual Return Received:** Yes - Electronic

## **Comments on Self Assessment**

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

All sections of the self-assessment were completed.

## **Taking the views of people using the care service into account**

The views of service users were favourable. 'All the staff are of an equally high standard'. 'I have and will continue to, recommend the service to others'. 'Careline staff are more than helpful in every way'. 'The service is always very reliable'.

## **Taking carers' views into account**

The views of family members and carers were favourable. 'The support workers are always bang on time and brilliant with my daughter'. 'The carers have become friends, mum always looks forward to seeing them'.

## 3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

### Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 5 - Very Good

#### Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

#### Service strengths

The service has a user and carer participation policy. This encompasses the information to be given to service users, arrangements for service audit and the use of service quality questionnaires.

The service sends out questionnaires annually and they will go again in August this year. There was evidence of analysis of last years questionnaires and relevant action plans.

The service won the 2012 Housing Support Provider of the Year award organized by the provider organisation, Scottish Care.

There was evidence of service user and carer involvement in care plan reviews.

Feedback from service users indicated a high level of satisfaction with the service.

#### Areas for improvement

The service wants to ensure that its care planning develops in line with the new personalisation agenda.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

## Statement 3

We ensure that service user's health and wellbeing needs are met.

### Service strengths

There is a system of regular management telephone calls, and visits if needed, to ensure care plans are being delivered as they should be.

There was evidence from care plans of appropriate links with health professional and other relevant services.

Care plans were observed to be well organized with relevant and up to date information.

After care staff have visited, there is an organised system which allows any relevant information or changes to be notified to the next carer who calls.

The service aims to assist service user wellbeing by promoting social inclusion where possible.

### Areas for improvement

The provider should ensure that a six monthly review takes place and is recorded in all cases. This is the subject of Recommendation 1 within this statement.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 1

### Recommendations

1. The provider should ensure that in all cases a six monthly review is held and recorded. National Care Standards: Care at Home: Care Standard Number 11 - Expressing your views.

## Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 - Very Good

### Statement 1

We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

#### Service strengths

The strengths of the participation policy noted under Statement 1.1 are relevant to this Statement too.

In questionnaires, service users are asked about the quality of the information they have been given, if they know how to contact the office out of hours, and if they are generally happy with the service they receive.

More particularly, service users are asked about areas such as, if staff arrive on time, if they show their identity badges and whether staff are always polite and respectful and carry out their duties satisfactorily.

Service users are encouraged to comment on staff performance to highlight both strengths and also any aspects of care needing remedial action.

#### Areas for improvement

The service wants to further develop the ranges of ways that service users and relatives may contribute to the different stages of the staff recruitment process.

The service is going to consider ways in which service users and relatives may contribute to staff induction and training. This is the subject of Recommendation 1 within this statement.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 1

#### Recommendations

1. The provider should explore ways in which service users and relatives could contribute to staff induction and training. National Care Standards: Care at Home: Care Standard Number 11 - Expressing your views.

## Statement 3

We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

### Service strengths

The service has a staff training and appraisal policy, The appraisal documentation was seen and starts with the staff member completing a self appraisal form.

Staff interviewed were pleased about the level of training offered and that management would always seek to respond positively to any new requests.

Staff interviewed said they enjoyed their work and were able to relate a positive motivation to a number of factors. These included an ethos of wanting the best for service users, good teamwork and accurate flows of up to date information about service users.

Staff also thought the very ready availability of support from management staff either on the telephone or through calling in at the office, was an important factor in sustaining morale.

### Areas for improvement

The service wants to widen the range of opportunities for spreading information about best practice.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

## **Quality Theme 4: Quality of Management and Leadership**

Grade awarded for this theme: 5 - Very Good

### **Statement 1**

We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.

#### **Service strengths**

In the performance appraisal process, staff are asked if they feel valued by the company. They are also asked to identify anything they like or dislike about working in the service.

In quality service questionnaires, service users are asked if a manager or care co-ordinator has visited them as part of the assessment process.

In interview, a relative and carer was able to confirm that management recognised and respected his own status and needs as a separate part of the household.

#### **Areas for improvement**

The service could consider ways to more specifically evaluate management and leadership performance in their self-evaluation.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

## **Statement 4**

We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide

### **Service strengths**

Community Carline Services sees its aims and objectives as the building blocks for quality assurance. These aims and objectives are readily available.

The Quality Assurance policy which encompasses the service quality questionnaires, also has sections on service principles, the response to new referrals and the review and appraisal of care plans.

There is a system of questionnaires for stakeholders. A number of responses were seen and included favourable comments on areas such as being informed about changes of circumstances, a prompt response to enquiries and courteous telephone responses.

### **Areas for improvement**

The service is attending training on the ISO 9001 Quality Management standard.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

## 4 Other information

### Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

### Enforcements

We have taken no enforcement action against this care service since the last inspection.

### Additional Information

None.

### Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in SCSWIS re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).

## 5 Summary of grades

<b>Quality of Care and Support - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
<b>Quality of Staffing - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
<b>Quality of Management and Leadership - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 4	5 - Very Good

## 6 Inspection and grading history

Date	Type	Gradings
9 Dec 2010	Announced	Care and support 5 - Very Good Staffing Not Assessed Management and Leadership Not Assessed
14 Jan 2010	Announced	Care and support 4 - Good Staffing 5 - Very Good Management and Leadership Not Assessed
18 Feb 2009	Announced	Care and support 4 - Good Staffing 4 - Good Management and Leadership 4 - Good

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.

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