

# Community Care Choice Housing Support Service

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Glasgow  
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Telephone: 0141 632 8198

**Type of inspection:**

Unannounced

**Completed on:**

25 April 2019

**Service provided by:**

Community Care Choice Ltd

**Service provider number:**

SP2005007220

**Service no:**

CS2005088402

## 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](http://www.careinspectorate.com)

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

Community Care Choice provides a combined Housing Support and Care at Home service to vulnerable people in their own homes and in the community predominantly on the south side of Glasgow. At the time of the inspection 98 people were being supported.

The service provides personal and domestic support to enable people to remain in their own homes including 24 hour care, escorting, personal care, shopping and befriending. They also have links with Carers' Centres in the south side of Glasgow to provide short-term respite for carers to prevent crisis situations developing.

Community Care Choice's purpose is to actively promote the wellbeing of their service users to enable them to lead as fulfilled a life as possible. Its main aim is to be acknowledged as a provider of high quality services with caring, competent staff who are well trained in the duties they perform.

## What people told us

We gathered feedback from people who were using the service and family members through questionnaires and telephone interviews carried out by an Inspection Volunteer. Overall feedback was very positive about the care provided, staff and managers. We also spoke to a group of people attending a social event with their support workers. Our observations showed positive relationships between staff and the people they were supporting. Staff were attentive and friendly and treated them with respect.

Typical comments included:

"I have a regular carer. When they're off they can't tell me who is covering for them but when the relief carer comes it's someone I have met before so consistency is the name of the game here. I like this."

"I know my relative could not stay here without the service. It gives us peace of mind as we know they go in regularly and we have trust in them to let us know if they are concerned about anything."

"The manager/owner is lovely, very approachable and friendly. I would have no hesitation in speaking to her if I had to."

"As a family we are delighted with the care our sister receives from Community Care Choice. Her support workers have exceeded our expectations, one in particular who we can only describe as an angel."

"The company are very flexible and understanding when dealing with my son. They give him respect and dignity, he is made to feel like a friend rather than just a number. On occasions when required they will go that extra mile. I feel so lucky to have found this company to help me support the needs of my son."

"Fantastic service delivered by staff who act professional at all times and make the lives of our relatives much easier to remain at home."

## Self assessment

Services were not required to submit a self assessment this year.

## 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	5 - Very Good

## Quality of care and support

### Findings from the inspection

The feedback from people using the service, family carers and other stakeholders consistently showed high levels of satisfaction with the quality of care and support that Community Care Choice provided. We found that they were making a positive difference to people's lives.

People have the right to experience warmth, kindness and compassion in the way they are supported and cared for. We observed some friendly and supportive interactions between staff and people using the service. A particular strength of this service was the trusting and positive relationships the manager and staff had built up with the person receiving support and their family. This was important as it ensured that the service was centred on the needs and wishes of the person and meant that people fully engaged with the support provided. Typical comments included:

"I couldn't care for my relative the way they do - it's the wee touches like giving a little banter as they work away supporting my relative and they do enjoy them visiting the house."

During the inspection we found evidence of many positive outcomes including improved mood and sense of wellbeing, increased independence, better family coping mechanisms leading to better quality family time and increased access to the community for people who may otherwise have felt isolated. We saw that care was delivered in a reliable and flexible way to meet agreed care plans, changing circumstances and any emergency situations. One relative told us:

"Owing to my relative's condition the support is changing very quickly. To suit their needs the office are quick and supportive to us all at responding to my relative's changing needs."

Care plans should give clear direction about how to deliver each person's care and support. This is important in ensuring that care is provided according to their needs and wishes. Care plans we sampled had generally good clear information and staff confirmed that they reflected the support the person needed. We discussed with managers ways in which care plans could be improved further, including providing more detailed guidance to help staff to support people with a specific care need consistently.

Families we spoke to told us that they felt involved in all care decisions and that they were kept fully informed. This meant that the experience of the person and their family was recognised and valued and that they always had a say in decisions affecting them.

The service issued annual questionnaires to people using the service and their families and we saw that all were generally very happy with their care and support. We discussed with managers the need to ensure that where issues had been raised there was evidence available to show how the service had responded.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## Quality of staffing

### Findings from the inspection

Staff presented as friendly, caring and motivated to help to improve people's quality of life. We received extremely positive comments from people receiving care and their relatives including:

"I can't fault them (staff). They are just my daily tonic or my daily breath of fresh air as they pick me up when I'm down, so I can't fault any of them." A relative told us they appreciated the flexibility of staff to suit their needs.

People were generally supported by consistent staff; managers worked hard to ensure that this happened. However a few people raised the issue of not getting the same care when their regular worker was off. The manager discussed the issues they were having recruiting staff in this sector and how they were trying to address this while meantime carrying out some of the direct support themselves to maintain consistency where possible.

People will experience responsive care and support when staff work well together. Staff described good teamwork with effective lines of communication and support. They felt well-supported by managers at all levels and their work valued. We found that some experienced workers had been given more responsibility by being mentors for new staff to ensure they were familiar with the basics of practice. This helped new staff to develop confidence in their job because they were well prepared and supported.

People experiencing the service should feel confident that staff are competent in their role, are willing and able to develop further and willing to reflect on and follow best practice. The use of supervision and service user-specific team meetings for regular discussion on practice, problem-solving, training and policies should help to drive performance and promote staff development. The frequency of one-to-one supervision had improved which helped staff to keep up to date with education and knowledge relevant to their work. Group supervision to supplement this was being developed further. We would like to have seen better evidence of objectives being set at supervision and of actions being taken forward. Awareness of the new Health and Social Care Standards and the Keys to Life along with reflection on how they related to the care and support provided was an area we discussed that should be further developed.

Staff received regular updates to mandatory training as well as training to meet individual needs. Staff spoke positively of the training they received. An electronic system gave managers an overview of staff training and

identified when updates were due. The manager acknowledged that the quality of support that one person was receiving could be improved by providing training in visual impairment to staff covering when regular carers were off. See area for improvement 1.

We could see some improvements to recruitment practices and discussed ways in which they could be improved further. For example, personal references could have questions other than those related to the person's standard of work, and a record of interviews with a system for scoring responses would show transparency in decision making. See area for improvement 2.

The manager had recently introduced 'Staff member of the month' to recognise and reward very good practice. Nominations were requested from people who use the service, families and other staff. This helped to show staff that their work was valued.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 2

1. Where a person experiencing care has a specific need all staff supporting them should receive training in the area of need to ensure that consistent care is provided. This will help the person have confidence in staff supporting them.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that: 'I have confidence in people because they are trained, competent and skilled'. (HSCS 3.14)

2. The provider should improve how staff are recruited as described in 'Safer recruitment through better recruitment' (Care Inspectorate, SSSC, 2016) with particular reference to more transparent interview procedures.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that: 'I am confident that people who support and care for me have been appropriately and safely recruited'. (HSCS 4.24)

**Grade:** 5 - very good

## Quality of management and leadership

### Findings from the inspection

People were very happy with the management of the service. One relative told us: "I could speak to the manager if I had any concerns and know they would deal with it and promptly as all in the company from top to bottom are very approachable and friendly to speak to. Have their clients' welfare first and foremost in their working lives".

People should benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes. The service used quality assurance processes to ensure that people's care needs were being met. Quality assurance is a process that enables the service to evaluate its quality and

performance based on evidence such as regular feedback from people using the service, observation of staff practice and monitoring of paperwork. We saw that quality assurance processes were in place and were mainly effective. People should be actively involved in improving the service they use. Regular questionnaires for people who use the service, family carers and care managers gave them the opportunity to give their views on the care and support provided, staff and managers. Feedback we saw was generally very positive in all areas. As we have said elsewhere, the main issue for people using the service and relatives was the consistency of care during their regular worker's leave. The service needed to get better at evidencing their responses to any issues raised so that they showed that people knew their opinions were valued.

In response to a situation that arose since the last inspection the service had introduced more regular unannounced spot checks to observe staff practice. As well as helping to raise standards this also gave people who use the service a further opportunity to comment on the quality of care they received from their worker. However, improvements were needed to make these checks more effective. Some paperwork we sampled was not fully completed and it was not always clear how any issues identified had been followed up. See area for improvement 1.

The service should consider having a section for feedback from people experiencing care within the support and supervision process. This gives people confidence that the right staff are in place to provide their care and support.

Minutes of regular management meetings showed discussion on a good mix of practice, staffing and business issues. This meant that progress on the service was reviewed and monitored regularly and areas needing to be improved targeted.

Overall we found improvements since the last inspection. The manager had developed a service improvement plan but we found it to be mainly a review of improvements rather than a plan for going forward. We discussed the need to regularly update and add to the plan to show progress to evidence that improvement is continuous. The plan should also identify the person responsible to take each action forward and timescales. This would show clear accountability and enable the manager to track progress.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. So that people can be confident their views are heard the manager should ensure that actions identified during monitoring visits are recorded and follow up evidenced.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that: 'I am supported to give regular feedback on how I experience my care and support and the organisation uses learning from this to improve'. (HSCS 4.8)

**Grade:** 5 - very good

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

### Previous requirements

There are no outstanding requirements.

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

### Previous recommendations

#### Recommendation 1

The provider should improve how staff are recruited as described in 'Safer recruitment through better recruitment' (Care Inspectorate, SSSC, 2016) with particular reference to interview procedures and checking the Scottish Social Services Council register.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that: 'I am confident that people who support and care for me have been appropriately and safely recruited'. (HSCS 4.24)

**This recommendation was made on 26 April 2018.**

#### Action taken on previous recommendation

This recommendation has been partially met. The service now has a system for identifying when staff are required to register (or re-register) with the Scottish Social Services Council. This recommendation has been changed to reflect the parts outstanding. See section on quality of staffing.

#### Recommendation 2

The provider should ensure that quality assurance for the service is carried out through regular monitoring of all areas and action to achieve improvements is evidenced. This is to ensure care and support is consistent with the Health and Social Care Standards which state that I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes. (HSCS 4.19)

**This recommendation was made on 26 April 2018.**

#### Action taken on previous recommendation

This recommendation has been met. Quality assurance processes have been improved. However action taken to achieve improvements needs to be better evidenced.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Enforcement

No enforcement action has been taken against this care service since the last inspection.

## Inspection and grading history

Date	Type	Gradings								
26 Apr 2018	Unannounced	<table> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>Not assessed</td> </tr> <tr> <td>Management and leadership</td> <td>5 - Very good</td> </tr> </table>	Care and support	5 - Very good	Environment	Not assessed	Staffing	Not assessed	Management and leadership	5 - Very good
Care and support	5 - Very good									
Environment	Not assessed									
Staffing	Not assessed									
Management and leadership	5 - Very good									
4 May 2017	Unannounced	<table> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>5 - Very good</td> </tr> <tr> <td>Management and leadership</td> <td>Not assessed</td> </tr> </table>	Care and support	5 - Very good	Environment	Not assessed	Staffing	5 - Very good	Management and leadership	Not assessed
Care and support	5 - Very good									
Environment	Not assessed									
Staffing	5 - Very good									
Management and leadership	Not assessed									
2 Jun 2016	Unannounced	<table> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>5 - Very good</td> </tr> <tr> <td>Management and leadership</td> <td>Not assessed</td> </tr> </table>	Care and support	5 - Very good	Environment	Not assessed	Staffing	5 - Very good	Management and leadership	Not assessed
Care and support	5 - Very good									
Environment	Not assessed									
Staffing	5 - Very good									
Management and leadership	Not assessed									
30 Apr 2015	Unannounced	<table> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>5 - Very good</td> </tr> <tr> <td>Management and leadership</td> <td>5 - Very good</td> </tr> </table>	Care and support	5 - Very good	Environment	Not assessed	Staffing	5 - Very good	Management and leadership	5 - Very good
Care and support	5 - Very good									
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Staffing	5 - Very good									
Management and leadership	5 - Very good									
7 May 2014	Unannounced	<table> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>5 - Very good</td> </tr> <tr> <td>Management and leadership</td> <td>5 - Very good</td> </tr> </table>	Care and support	5 - Very good	Environment	Not assessed	Staffing	5 - Very good	Management and leadership	5 - Very good
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Date	Type	Gradings	
2 May 2013	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good
24 Apr 2012	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 4 - Good
10 Jan 2011	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed Not assessed
3 Feb 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
5 Feb 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good

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