

# Community Care Choice Housing Support Service

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Type of inspection: Unannounced  
Inspection completed on: 26 April 2018

**Service provided by:**  
Community Care Choice Ltd

**Service provider number:**  
SP2005007220

**Care service number:**  
CS2005088402

## About the service

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. The service has been operating since 2005 and has been registered with the Care Inspectorate since the Care Inspectorate was formed in 2011. 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 face to face interviews, telephone interviews and questionnaires. Overall feedback was very positive about the care provided, staff and managers.

Typical comments included:

"Generally speaking, we are very happy with the organisation. The regular carer - she's amazing - never seen anyone like her."

"I can't thank Community Care Choice enough. They've been there for me. I'm out and about a lot more and my confidence has increased. This is the best I've felt."

"I'm delightfully surprised by how good they are. Very person centred - it makes all the difference. I couldn't be happier with my support worker - she has really worked with me. And helped my husband too - lifted stress from him which is wonderful."

"The workers are very professional but very importantly have blended into family life. They get on with their business. Quite frankly there is one staff member in particular who is exceptional."

"The standard of care my husband receives is second to none. I am confident that he is always treated with the greatest of care and respect by experienced knowledgeable staff. This care is extended to myself - wife - is given willingly and over expectations."

"The service has made a tremendous difference to our lives. It is a tremendous relief to know that (name) is in safe hands and is getting out of the house. He enjoys male company and the cultural input and outdoor experiences and the very personal care. Staff have bent over backwards to meet his changing needs in terms of timetabling."

"We've got our lives back with Community Care Choice. Mum finds the girls (support workers) a lot more help than a previous company. They do things they don't need to."

Our observations during the inspection showed people to be comfortable with staff who were attentive and friendly and treated them with respect.

Two people we heard from told us that although support workers were excellent the arrangements put in place to cover staff holidays or sickness were not always adequate. We discussed this with the manager who acknowledged that these situations could be difficult to cover and generally managers would step in. The service was currently looking at a longer term solution to the problem.

One relative made some suggestions on how the service could be improved and we passed these to the manager to consider.

## Self assessment

Services were not required to submit a self assessment for this year's inspection.

## From this inspection we graded this service as:

<b>Quality of care and support</b>	5 - Very Good
<b>Quality of staffing</b>	not assessed
<b>Quality of management and leadership</b>	5 - Very Good

## What the service does well

A strength of the service was its focus on delivering support for each person based on their individual needs and wishes. Families appreciated the flexibility of the service to meet their needs and the fact that they were supported by familiar staff who often went "above and beyond the call of duty". They also thought the service was well managed and described managers and the director as approachable and supportive. All of this had a positive impact on the outcomes for people including them being able to remain in their own homes, reduced stress for family carers, improved confidence for those getting out and about in their community, reduced isolation and increased independence.

There were a range of opportunities for people to have a say on their support through regular reviews and questionnaires as well as day-to-day interactions with their support workers, coordinators and managers. The service had recently sought the views of care managers who spoke positively of the professionalism of staff and managers and described Community Care Choice's involvement as enhancing the quality of people's lives.

In general the care plans we sampled contained good person centred information on people's support needs. There was a system in place for managers to communicate new information to support staff so that they always had the information they required to support the person.

Staff described Community Care Choice as a good company to work for and told us they received very good support from coordinators, managers and the director. They said there were good training opportunities to meet the needs of the individuals they supported and there was a programme of Scottish Vocational Qualifications (SVQs). In particular they spoke about how they had benefitted from the recent dementia training delivered by Alzheimer's Scotland.

A regular staff bulletin kept staff up to date with new information such as new or updated policies and reminded them to get in touch if they had any concerns. We thought that the bulletin could also be used to provide regular opportunities to ask them for feedback or suggestions for improving the service.

## What the service could do better

We heard that it was a challenge for the whole staff team to meet due to their caring responsibilities. We also heard that it was a struggle to provide supervision four times a year for all staff as per organisational policy. We discussed with managers other means of supervision such as group supervisions where staff would have the opportunity to meet with their peers and would benefit from continuous learning through discussion of best practice and other information relevant to their role.

We looked at some staff files to assess recruitment practice and found it in general to be good. However there were occasions where improvements could be made to bring it in line with best practice including having a record of interviews. This would help to make decision-making more transparent. Also as part of the recruitment procedure there should be a system for checking the Scottish Social Services Council register for any issues from previous employment. (See Recommendation 1)

A positive development had been the recent appointment of a manager whose main responsibility was to carry out assessments and reviews. We were told that this would free up other managers to ensure that quality in the service was monitored in a more systematic way and provide more opportunities to develop the service further. There now needed to be an overall quality assurance system for regularly monitoring areas of the service such as care plans to ensure information was up to date and sufficiently detailed, quality of recording, frequency of reviews, staff practice, training, staff supervision and meetings. Managers would then have an overview of the service and could plan accordingly. (See Recommendation 2)

While we could see some improvements to the service since the last inspection there now needed to be a continuous improvement plan showing how the service would develop further and identifying who would take each action forward. This would show clear accountability and enable the manager to track progress. The plan should take into consideration the views of people using the service and staff at all levels. We will look at progress at the next inspection.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 2

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)

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)

## 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).

## Inspection and grading history

Date	Type	Gradings
4 May 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
2 Jun 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
30 Apr 2015	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
7 May 2014	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
2 May 2013	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good

Date	Type	Gradings	
		Management and leadership	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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