

Christina's Home Care Service Housing Support Service

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Type of inspection:
Unannounced

Completed on:
22 September 2023

Service provided by:
Christina's Home Care Service

Service provider number:
SP2004006970

Service no:
CS2007167690

About the service

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. The provider is Christina's Home Care Service Ltd.

The service provides support to people living in their own homes in East Renfrewshire and Glasgow South.

The support people receive depends on their assessed needs and outcomes, and may include preparation of meals, administering and assisting with medication, personal care, care for hospital recovery and reablement, and assistance with moving around the home.

The service aims to "maintain [people's] independence and quality of life in their own home, providing comfort and reassurance with professionalism, dignity and compassion, kindness, understanding and patience".

About the inspection

This was an unannounced inspection which took place between 18 and 22 September 2023. One inspector carried out the inspection. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year.

To inform our evaluation we:

- spoke with 18 people using the service and two of their friends and family members
- spoke with staff and management
- observed practice and daily life
- reviewed documents.

Key messages

- People were supported by an experienced and skilled core staff team.
- People generally experienced caring, reliable, and effective care and support.
- Staff completed high quality training that resulted in good practice and outcomes.
- Leaders were pro-active and communicated well with people, relatives, and staff.
- We shared ideas to improve care plans which would further develop the service's existing high standards.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	5 - Very Good
How good is our leadership?	5 - Very Good

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

5 - Very Good

We evaluated this key question as very good because we found significant strengths in the care provided and these supported positive outcomes for people.

People offered positive feedback about their experiences with Christina's Home Care. There were repeated compliments around staff's caring approach and reliability. For example, a person told us: "The carers are friendly and trustworthy. They go above and beyond for me". Another person explained: "The visits from my carers are the highlight of my day, nothing is too much trouble for them".

These positive experiences were confirmed in our observations of staff visits to people's homes. There was clear rapport between people and staff, workers knew people's needs well, and demonstrated a warm, kind, and compassionate approach. This made people feel comfortable and reassured. A relative told us: "We were initially unsure about people coming into our home, but we now love the visits and they're invaluable to us all as a family".

We met several people who had achieved very good outcomes as part of their care and support. This included people developing a healthier diet and improved nutrition. Staff knew people's dietary needs and encouraged them to eat and drink well. Some people had improved mobility and strength after being supported with physiotherapy exercise and movements. And several people spoke about how important their support was in keeping them safe, well, and able to live independently in the community.

These outcomes were achieved in part by the service's stable core team of workers. People were generally supported by familiar staff who knew their needs and wants in depth. New staff were given appropriate inductions which included shadowing of experienced workers and introductory meetings with people. This reduced any disruption and potential unease at people being supported by unfamiliar staff. A person told us: "I have four workers, three of them I've known for a long time, and one is new. The new carer spent a while accompanying the others and getting to know me which was great. They're all fantastic".

Staff were pro-active in identifying any changes to people's wellbeing and making relevant referrals to health professionals. For example, during one of our observation visits, a district nurse arrived to care for someone with their skin integrity. This was prompted by a recent referral from a carer who had noted some changes in their presentation. There were similar examples of carers contacting physiotherapy, speech and language therapy, social work, and other external agencies. This pro-active approach was indicative of the service's multi-disciplinary culture and helped keep people safe and well.

Every person supported by the service had a care plan that detailed their needs and likes well. Plans were comprehensive, gave clear guidance to staff in how to meet people's needs, and were reviewed frequently to ensure they were accurate. Plans were also person-centred and there was evidence of people and relatives writing their own plans, which was inclusive and gave people a sense of ownership. We shared some suggestions on how to make people's outcomes more personal. This will help highlight people's achievements and the service's very good practice even better.

How good is our leadership?

5 - Very Good

We evaluated this key question as very good because we found significant strengths in the service's leadership and these supported positive outcomes for people.

Both people using the service and staff told us that the management team were professional, approachable, and supportive. This led to generally high levels of morale across the service.

Leaders were in regular contact with people and their relatives to seek feedback about their experiences. Managers listened to what was going well and what could be better about the service, which was inclusive practice.

Workers had access to particularly effective training and development. There had been a recent emphasis on face-to-face training which had reduced during the Covid-19 pandemic. The service could evidence that staff had completed all relevant courses which had enhanced their knowledge and practice, resulting in very good outcomes for people.

Courses were held in the central office which had a well-equipped training room. Staff completed moving and assisting training using equipment that reflected their practice, and could have formal and informal training to gain and update their skills. A worker told us: "Training is great. I knew I was going to work with someone who needed assistance with a hoist. I called the office and booked in training before the shift to refresh my skills". People could therefore be assured that staff had the appropriate training and guidance to meet their needs well.

The service had experienced a small number of challenges since our last inspection, and there were isolated examples of practice not going as people had anticipated. The management team had developed a lessons-learned approach which included meeting with all people involved, analysing events, and planning how any issues could be rectified and avoided in future. This was an example of the service's improvement culture which resulted in better outcomes for people.

The management team completed a variety of audits of the service which helped keep safe and well. For example, managers reviewed people's care plans, visits, staffing, and levels of satisfaction with the service. Issues were identified, discussed and action points promptly addressed.

Information from audits helped to develop a service improvement plan which detailed any issues within the service and how it could get even better. Whilst the points of the plan were relevant and insightful, it appeared to be a management-led exercise. We shared suggestions on how the service could be more inclusive in its improvement planning, which management agreed to introduce. For example, by using the feedback of people, relatives, staff and other professionals, the plan would have richer and more diverse perspectives which could further enhance people's outcomes and experiences.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.1 People experience compassion, dignity and respect	5 - Very Good
1.2 People get the most out of life	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good

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