



Report about C-Change Scotland



March 2018



About us



We are called the **Care Inspectorate**.



We check places that give people care and support.



We check how good places are.

We give them scores for different things.



The scores go from 1 to 6.
1 means a place is bad
and 6 means a place is really good.

What we did



We checked C-Change Scotland on 16 March 2018.

We talked to:

- people who get support from C-Change Scotland
- family and carers
- staff



We also checked the paperwork.

The paperwork is anything staff write down, like support plans.



We gave C-Change Scotland scores for different things.



Care and support



We gave C-Change Scotland **5** for the care and support.



This means the care and support is very good.



We gave C-Change Scotland **5** for the staff.



This means the staff are very good.



We gave C-Change Scotland this score because:

- People are very happy with the support



- People get support that is right for them



- People have a big say in their support and who supports them



- People like the staff



- Staff listen to what people say



- The support helps people have a better life.

For example, it helps people be more confident



- People can go to meetings to have their say



- Staff want to help people have a good life



- Staff get good support from each other and managers

- Staff share ideas about how to make the support really good



- Staff get good training and information to help them do well



- Staff work well with other health and care people.

This helps people get the best care

What C-Change Scotland could do better



C-Change Scotland should make sure that:

- Everyone can have a say in what happens at C-Change Scotland



- People's support plans talk about how they want the support to help them



- Staff have more training about learning disability and mental health



- There are checks to make sure that staff work in the best way

Find out more

You can find out more about the checks at C-Change Scotland.



Call:

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Go to our website:

www.careinspectorate.com

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