

C-Change Scotland Housing Support Service

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Type of inspection:

Unannounced

Completed on:

17 January 2020

Service provided by:

C-Change Scotland

Service provider number:

SP2004006578

Service no:

CS2004070912

About the service

C-Change Scotland provides a housing support and care at home service to adults and young people (aged 5-16) with learning disabilities and/or physical disabilities or mental health issues. The service is managed by C-Change Scotland which is a registered Scottish charity. The organisation's head office is based in Glasgow.

C-Change provides individualised support to people who may live in their own home or live within the family home in Glasgow, Falkirk, North Lanarkshire, and West Lothian. Support provided to people ranged from a few hours a week to 24 hours a day. At the time of the inspection the service was provided to 63 people across the registered branch.

The registered manager, practice development lead and practice development facilitator co-ordinate the overall running of the service with support from area leads. Support advisors work alongside the people who use the service while locally managing the staff team of personal development workers who provide direct support to people.

The aim of the service is: "to offer creative and flexible support, enabling people who use the service to have a good quality of life, while maximising the life opportunities".

What people told us

For this inspection, we received views from six people using the service and seven of their relatives. We also took comments from the four care standards questionnaires that we received prior to the inspection. Some examples of their comments included:

"The staff are very good, highly motivated, they come up with suggestions of activities that are meaningful to my relative. I feel that they have developed warm relationships. Can see how my relative has benefitted from their support".

"We have only been using the service for six months, things are going good, I was pleased that we were involved in recruiting my relatives' team of workers".

"We have saw such an improvement in our relative over the past year. He is managing to do things that I never thought he would, it is a credit to the team that support him".

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We reviewed the service's strategic plan for the organisation and how this impacted on the development of the service. This demonstrated the service's priorities for development and how they monitored the quality of provision within the service.

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	not assessed

What the service does well

Our Inspection found that people who used this service received a very good quality of care and support from a staff team who supported them to achieve positive outcomes.

We observed very positive interaction which ensured that people were always treated with dignity and respect.

We heard from families who spoke very highly of the staff supporting their relatives. They told us that the service was very good at providing a high standard of care and support to people with complex communication needs, often with profound learning or physical disabilities.

We reviewed service users' personal plans, referred to as a "working policy" and found that they discussed what people wanted to achieve, this meant that they were involved in decisions about their care and support.

We saw that when people experienced distress, the personal plan detailed a range of scenarios and strategies that staff could use to keep people safe.

Health screening and monitoring was effective and if needed, interventions from other external professionals was quickly sought, this means that people's health and wellbeing was being maintained.

We reviewed various minutes of team meetings, service user review meetings, and monthly outcomes summaries, these showed what people wanted to be involved in and through planning days, what they wanted to achieve. This meant that people kept involved in assessing and improving the quality of care and support they received.

Relatives and service users also told us that they are involved in the recruitment of their staff, this meant that people could select the right people for them.

We visited people in their own homes and found there was an inbuilt flexibility around how care and support was provided. Service users liked to choose what it was they wanted to do daily and were supported to do so.

People told us of their involvement with "dates and mates". This is a project supported by C-Change to give opportunities for people to make new friends, improve their confidence and to build personal relationships.

People who experienced this service could be confident that staff who support and care for them had been appropriately and safely recruited. We saw that the service used best practice guidance with safer recruitment; this meant that people were kept safe.

Throughout our home visits we saw that service users experienced warmth, kindness, and compassion through their interactions with staff and interventions.

People should be supported by staff who have had their needs assessed and support provided for their own professional development. This helps ensure that people feel valued. This was evident from staff testimony and the level of supervision and appraisal that they received.

Staff, most with many years experience, demonstrated knowledge and competency in their roles and had the support to develop their skills to support people who used the service.

Staff told us that the service was very supportive in helping them to gain their professional qualification. This meant that people who used the service could be confident that they were being supported by a motivated and professional staff team.

What the service could do better

We reviewed the service's accident and incident records and found that although all necessary action was taken to alleviate further risk, it would have been good to see what learning had been achieved as a result of their investigations.

We reviewed the system used for reviewing working policies "personal plans". In some files we saw "continues to meet outcomes". We discussed with the service the need to be more descriptive when showing how people have achieved their personal outcomes and what they were.

We discussed with the service the need to ensure that 'as required' medication protocols should be reviewed as part of the person's six monthly or annual care review, this will always ensure best practice.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

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

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

There are no outstanding recommendations.

Inspection and grading history

Date	Type	Gradings
16 Jan 2019	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed Not assessed 5 - Very good
16 Mar 2018	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed 5 - Very good Not assessed
1 Mar 2017	Announced (short notice)	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed Not assessed 5 - Very good
17 Mar 2015	Unannounced	Care and support Environment Staffing Management and leadership
		4 - Good Not assessed 5 - Very good 4 - Good
12 Mar 2014	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed 5 - Very good 5 - Very good
26 Sep 2012	Unannounced	Care and support Environment Staffing
		5 - Very good Not assessed 5 - Very good

Date	Type	Gradings	
		Management and leadership	5 - Very good
6 Oct 2011	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
1 Dec 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed Not assessed
22 Dec 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 2 - Weak Not assessed
10 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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