

Baillieston Community Care Ltd

Housing Support Service

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Type of inspection: Unannounced
Inspection completed on: 9 August 2017

Service provided by:
Baillieston Community Care Ltd

Service provider number:
SP2004004482

Care service number:
CS2003055886

About the service

Baillieston Community Care is provided by Baillieston Community Care Ltd, which is a registered charity.

This home care service is available to anyone aged 16 or over, and is offered to people with a wide range of conditions including adults with physical disabilities, brain injury, learning disabilities and older adults with dementia. The service can include: personal care, wellbeing support, social support or domestic support.

The organisation is managed by a board of directors with a new management structure. There is a chief executive who is the registered manager. He is in charge of two home care managers and there are two care coordinators, two quality assurance team leaders and four team leaders for the teams of support workers.

The service has an office base in Baillieston in the East End of Glasgow.

The service aims:

- To provide a person centred approach to service delivery.
- To provide support to such persons and their carer/family.

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011. This service has been registered since November 2004.

What people told us

People we spoke with and who replied to questionnaire surveys told us that they received their agreed support from workers who they valued highly. However, some people were not happy with how the service was organised and raised issues about communication with members of the management team. Comments included,

"Brilliant, carers are like my pals. Make me feel special"

"Would trust them with my life"

"Communication could be better...messages not passed on...not a regular staff team"

Self assessment

The service did not require to submit a self-assessment as part of this inspection process.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of staffing	not assessed
Quality of management and leadership	4 - Good

What the service does well

The service was focused on providing a level of support that was right for each person. For instance, it was rolling out creative approaches for working with clients who had dementia. Staff learning and development opportunities were also continually improving, in line with individuals' changing needs and wishes.

The service was a regular nominee and finalist in annual Care Awards, testament to staff and managers' commitment to delivering a high standard of care and support.

People were fully involved in developing and reviewing their support plan. The variety of ways offered to provide feedback meant that many people we spoke with felt their views mattered. For instance, we noted various examples where care arrangements had been changed in response to a client's request.

Managers reported that they were on the point of introducing new outcome focused support plan documentation, with the aim of providing clearer staff guidance to best meet the client's desired outcomes.

Everybody we spoke with complimented frontline workers even though there were some reported inconsistencies in practice. We found that as a direct result of staff conduct and visits people felt safe, less isolated, valued and respected. Our observations backed this. We saw that staff promoted friendly relationships, choices and person centred care.

Staff described the management team as approachable. They highlighted that this led to an open culture and the protection of people from harm. Staff told us that any issues of concern were raised and dealt with.

What the service could do better

Systems for managing medication needed to be improved to ensure that people always received their prescribed medication (See Recommendation 1).

Six monthly reviews of care and support had again fallen behind for some people who used the service (See Recommendation 2).

We found that a number of quality assurance processes were not always carried out effectively or happening frequently enough. Addressing this would help the newly reformed management team ensure people remained confident in the organisation providing consistent care and support (See Recommendation 3).

We noted that staff rotas often provided no time allocation between visits for travel. Staff and people receiving the service told us that this led at times to staff being rushed or turning up late for a visit.

Inconsistency in practice was also raised as a concern due to changes in work schedules and people not being routinely advised or prepared for the staff changes. For instance, one person said, "Would prefer regular staff, I don't like being undressed by strangers". Another person wrote, "High number of home support staff and not getting call from team leaders regarding changes" (See Recommendation 4).

Managers acknowledged these shortcomings. However, they were keen to assure us of their future plans to improve office staff communication, staff retention and staff rota allocations to ensure everyone experienced the high quality care the service was committed to providing.

The service had got better at informing the Care Inspectorate of notifiable events, but we pointed out to managers were a few had been missed.

We discussed the service improvement plan with managers. We suggested that it would benefit from expansion to incorporate all the areas in which the quality of the service was measured. This would include client, family carer, staff and stakeholder feedback processes alongside those areas currently represented.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 4

1. Managers should ensure that staff take the time to learn from incidents to reduce missed medication and provide better monitoring of procedures so that people are guaranteed that they will receive their medication as prescribed. In particular,

- staff should administer medicines as instructed by the prescriber, or where this is not done a reason for this must be clearly recorded, and if necessary followed up with the prescriber
- regular audits should detail the actions taken within appropriate timescales to address any issues of medication management and provide follow up on outcomes to measure improvement or identify further action as required.

National Care Standards (NCS) 8 Care at Home - Keeping Well - Medication

2. Managers should ensure that everyone who uses the service receives regular reviews of their care and support arrangements, at least six monthly, so that the service provided can respond to changing needs and wishes and remain appropriate for the supported individual.

NCS 3 Care at Home - Your Personal Plan

3. Managers should carry out quality assurance processes regularly and effectively to ensure that clients benefit from a service that continuously prioritises a culture of improvement and strives for high quality care and support. This includes staff supervision, spot checks, direct observations of staff practice, incident reporting and other audits such as medication audits.

NCS 4 Care at Home - Management and Staffing

4. Managers should review staff changes and deployment, including staff travel times, to ensure people who use the service receive consistent support and are not disadvantaged by staff feeling rushed or turning up late as a result of work schedule allocation arrangements.

NCS 4 Care at Home - Management and Staffing

Complaints

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

Inspection and grading history

Date	Type	Gradings
26 Jul 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
2 Sep 2015	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
6 Oct 2014	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 4 - Good
1 Oct 2013	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
3 Jul 2012	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
11 Jul 2011	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
3 Aug 2010	Announced	Care and support 4 - Good

Date	Type	Gradings	
		Environment Staffing Management and leadership	Not assessed 4 - Good Not assessed
16 Sep 2009	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 5 - Very good 5 - Very good
19 Sep 2008	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 4 - Good

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