

## I C Care Ltd Support Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
12 January 2024

**Service provided by:**  
I C Care Ltd

**Service provider number:**  
SP2015012532

**Service no:**  
CS2015338907

## About the service

I C Care Ltd is registered with the Care Inspectorate to provide a care at home service to adults with conditions associated with older age in their own homes and in the wider community. The service is provided to people living in the south of Glasgow.

The service aims to:

- Assist people to remain independent in their own homes
- To offer a range of services tailored to suit the individual
- To offer a friendly, professional and reliable service.

At the time of this inspection the service was supporting nine individuals.

## About the inspection

Due to how the service operates this was a short notice announced inspection which took place on 14 January 2022. The inspection was carried out by an inspector from the Care Inspectorate. This was a focussed follow up inspection to assess progress on the requirements that we issued at the inspection that was completed on 3 July 2023. We had a subsequent meeting with the provider on 20 October 2023. At this meeting we agreed to extend the timescale for meeting these requirements until 20 November 2023. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service, and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- . spoke with the manager
- . reviewed documentation.

## Key messages

Please see outstanding requirements.

## What the service has done to meet any requirements we made at or since the last inspection

### Requirements

#### Requirement 1

By 1 October 2023, the provider, must adhere to the reporting guidelines of the Care Inspectorate.

This is to comply with Regulation 4 (1)(a) (welfare of users) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) and The Social Care and Social Work Improvement Scotland (Applications and Registration) Regulations 2011.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I benefit from different organisations working together and sharing information about me promptly where appropriate, and I understand how my privacy and confidentiality are respected' (HSCS 4.18).

**This requirement was made on 3 July 2023.**

#### Action taken on previous requirement

The provider has made all appropriate notifications to the Care Inspectorate since the last inspection and has improved their communication.

This requirement has been met.

**Met - within timescales**

#### Requirement 2

By 1 October 2023, the provider, must demonstrate people are kept safe, and their health and wellbeing are promoted by having robust quality assurance and staff development systems.

To do this, the provider must, at a minimum, ensure:

a) formal quality assurance systems are implemented to cover all key areas of the services' care and support to people;

b) formal quality assurance systems are implemented to assess and support staff training and development needs;

- c) a contingency plan in the event of absence of the manager is put in place;
- d) an overall service improvement plan is put in place.

This is to comply with Regulation 4(1)(a) (Welfare of users) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with Health and Social Care Standards (HSCS) which state that:

'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

**This requirement was made on 3 July 2023.**

### Action taken on previous requirement

The provider had improved quality assurance systems within the service. A system of quality assurance audits had been implemented, covering areas such as care planning, staff development and professional registration of staff. These audits informed the service improvement plan. The provider had developed a contingency plan to address the absence of the manager. This requirement had been met.

Overall sufficient improvement had been made to meet the requirements, and we changed the evaluation of this Key Question to adequate.

This requirement had been met.

**Met - within timescales**

## 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).

## To find out more

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