

Cluaran Care Support Service

Springkerse Business Centre 37
Springkerse Industrial Estate
Whitehouse Road
STIRLING
FK7 7SP

Telephone: 01876643133

Type of inspection:
Announced (short notice)

Completed on:
14 March 2024

Service provided by:
Cluaran HCS Limited

Service provider number:
SP2021000061

Service no:
CS2021000098

About the service

Cluaran Care was registered with the Care Inspectorate on 14 June 2021. It provides a Care at Home service to people living in the Stirling, Clackmannanshire and Falkirk areas.

The service is currently supporting 280 people, with a range of care packages offered up to 24 hours. The service is provided by a staff team of 80 permanent staff which includes the office staff, management team and manager.

The aim of the service is:

To support service users to achieve their own personal aspirations and:

- Promote independence through goal-setting and re-enablement approaches.
- Support people to explore and develop new personal life experiences and maintain existing interests.
- Encourage social networking or leisure pursuits, maximising the wider use of the community.
- Actively involve people in shaping their service, how it will be delivered and reviewed.
- Develop active partnerships with families and other agencies.

About the inspection

This was an announced short notice inspection which took place on 6 March 2024, 09:30 until 15:00, 7 March 2024, 10:00 until 17:00, 12 March 2024, 09:30 until 15:00, 13 March 2024, 09:30 until 17:00 and 14 March 2024, 16:00 until 17:30. The inspection was carried out by one inspector from the Care Inspectorate.

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 22 people using the service and eight of their families
- spoke with staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- Staff showed kind caring support and a interest in 'caring' for people
- The service had good oversight of people's health needs and how best to meet them.
- People could be assured that they had a care plan in place.
- The service had good links with local health and social care professionals.
- The management team were motivated to ensure continuous improvement in the service.
- There were very good systems in place to monitor aspects of service delivery.

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?	4 - 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?

4 - Good

We evaluated this key question as good, where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

1.1 People experience compassion, dignity and respect

1.2 People get the most out of life

1.3 People's health and wellbeing benefits from their care and support

People should receive support which is in line with the Health and Social Care Standards. The service evidenced this in a variety of ways in their day-to-day practice, which promoted a culture of respect. Staff showed kind, caring support and a interest in 'caring' for people. We obtained feedback from people and their families and most spoke highly of the staff. One person said "the staff are all so nice" whilst another said "staff are all nice and treat me well." One relative told us "staff are nice however communication skills and understanding of my mum's accent can be an issue at times."

Some people were supported and cared for by consistent staff, which resulted in meaningful relationships being established and better outcomes for people. Others felt that recently this had been less so, however, felt that everyone who came in did a good job. The majority of people told us staff were usually punctual, but if they were going to be late then the service always called to give an explanation. One person said "I have the same team of carers and we have a good chat, it really cheers me up" whilst another said "Sometimes there is a change of carer and would be better to have consistent carers, but they do try."

The service had good oversight of people's health needs and how best to meet them. Support plans were individual and specific to people's needs. Risk assessments were in place for key areas, such as safer people handling and medication in order to ensure that people were supported safely. We saw good evidence of effective partnership working and multi-disciplinary working to ensure people's needs were effectively met and ongoing reviews of people's care needs.

How good is our leadership?

5 - Very Good

We found significant strengths in aspects of leadership and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

2.2 Quality assurance and improvement is led well

The management team were motivated to ensure continuous improvement in the service and were providing good leadership. We heard that staff felt confident speaking to managers and sharing views on the service. We heard that the managers and Cluaran Care as an organisation, were "approachable", "supportive" and "provided guidance when required." Staff felt valued and enjoyed their work.

People could be assured that there were systems in place to monitor standards of support within the service. The management team were committed to audit, spot checks, observation of practice and self evaluation processes. The service had a comprehensive improvement plan which the manager was using to develop the service.

The service had a culture of learning. They had systems in place to address feedback, accidents and incidents which enabled them to take action to address and learn from events. There was a clear complaints process and people were confident on how to raise a concern. Management had oversight on the service and shared any learning, which meant the service was responsive to driving improvements. The management team had very good working relationships with other professionals to ensure good outcomes for people using the service. One health care professional told us "The team at Cluaran Care have been transparent, helpful and have sought support during times of crisis to ensure individuals requiring support receive the best outcomes."

The provider was evaluating people's experiences to ensure that everyone was satisfied and encouraging feedback to ensure that the service was providing the right support. The management team were using feedback to acknowledge good practice and develop the service.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

To promote people's safety and wellbeing the provider should ensure they operate within their conditions of registration and that all staff are registered with the appropriate professional body.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that "I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes." and "I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities."

This area for improvement was made on 7 December 2021.

Action taken since then

People could be assured that staff were registered with the appropriate professional bodies, with management oversight. This promotes people's safety and wellbeing.

Therefore this area for improvement was Met.

Previous area for improvement 2

To ensure people's medication is administered and monitored effectively, the service should: Ensure that all people requiring any medication support from staff have accurate and up-to-date assessments of their needs.

Ensure where appropriate medication records are completed in accordance with the service policy and procedure, and in line with good practice guidelines.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'Any treatment or intervention that I experience is safe and effective' (HSCS 1.24) To be in line with best practice guidelines, Care Inspectorate documents - Medicines Improvement Project report, Care Inspectorate 2020.

This is to ensure care and support is consistent with Health and Social Care Standard 1.24: 'Any treatment or intervention that I experience is safe and effective.'

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This area for improvement was made on 16 January 2023.

Action taken since then

People could be assured that medication was being administered and monitored effectively. The service ensured all people requiring medication support from staff had an appropriate and accurate assessments of their needs recorded electronically. All medication records were completed electronically and in accordance with the service policy and procedure, and in line with good practice guidelines.

Manager had very good oversight of medication recording and incorporated regular spot checks to ensure staff were following good practice.

Therefore this area for improvement was Met.

Previous area for improvement 3

People experiencing care and/or their chosen advocates should be confident that if they raise concerns with their service provider, these will be responded to appropriately. In order to achieve this the provide should: Ensure there is a robust policy in place with clear guidance for staff to follow when concerns and complaints are raised.

Ensure that all agreed actions are implemented, monitored and reviewed regularly to ensure they remain suitable making changes as required. People's support plans to be reviewed regularly to ensure that all changes are noted and effects recorded to make sure they are appropriate and continue to support the individual.

This is to ensure care and support is consistent with Health and Social Care Standard 4.21: 'If I have a concern or complaint, this will be discussed with me and acted on without negative consequences for me.'

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This area for improvement was made on 16 January 2023.

Action taken since then

People could be assured that there was a policy in place for people and there advocates to raise a concern or complaint. Staff were aware of this and managers had oversight and clear actions and outcomes should any concerns or complaints be logged. There was evidence of regular reviews being carried out and support plans were reflective of any changes.

Therefore this area for improvement was Met.

Previous area for improvement 4

People experiencing care should be confident that when they or their chosen advocates raise concerns with their care and support, they will be supported to do so and these are discussed with them. That any areas of agreed improvements are made and monitored for effect.

In order to achieve this the manager should:

Ensure that there is clear guidance for staff on how to support people to raise concerns regarding their care and support. That agreed outcomes are used to impact and tailor people's care and support plans, so that staff have clear instructions on how best to support people in line with their wishes and wants. The manager should ensure that there is regular detailed reviews of people's care and support where there can be open and honest discussions involving the person and or their chosen advocate.

This is to ensure care and support is consistent with Health and Social Care Standard 4.20: 'I know how, and can be helped, to make a complaint or raise a concern about my care and support.'

This area for improvement was made on 16 January 2023.

Action taken since then

People could be assured that the provider had a complaints policy in place. Staff were aware of the policy and the management team were very responsive to any concerns or complaints logged with clear actions and outcomes. Regular reviews were being completed and reflective of any changes or actions taken.

Therefore this area for improvement has been Met.

Previous area for improvement 5

In order to maintain people's health and wellbeing, and ensure people are supported to eat and drink well, the manager should:

Ensure staff access training appropriate to their role and apply their training in practice, this should include, but not limited to safe preparation of food and supporting people to eat and drink well.

Ensure people's nutritional and hydration needs are being monitored and evaluated, with appropriate records kept.

This is to ensure care and support is consistent with Health and Social Care Standard 1.33: 'I can choose suitably presented and healthy meals and snacks, including fresh fruit and vegetables, and participate in menu planning.'

This area for improvement was made on 16 January 2023.

Action taken since then

Training had been completed and is ongoing for staff in relation to food preparation and understanding of people's choices. People who was identified as requiring additional support on monitoring dietary or fluid intake, records were kept electronically and evaluated by the management team.

Therefore this area for improvement has been Met.

Previous area for improvement 6

To support people's wellbeing the provider should ensure staff access training in infection prevention and control appropriate to their role and apply their training in practice, this should include, but not limited to the safe preparation of food.

This is to ensure care and support is consistent with Health and Social Care Standard 4.11: 'I experience high quality care and support based on relevant evidence, guidance and best practice.'

This area for improvement was made on 16 January 2023.

Action taken since then

People could be assured staff had completed and had access to appropriate infection prevention and control training.

Therefore this area for improvement was Met.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Detailed evaluations

How well do we support people's wellbeing?	4 - Good
1.1 People experience compassion, dignity and respect	4 - Good
1.2 People get the most out of life	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - 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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Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

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