

## Special Stars Homecare Limited Support Service

1 MacGregor Place  
Kinnaird Village  
Larbert  
Falkirk  
FK2 8RJ

Telephone: 07766 815 078

**Type of inspection:**  
Unannounced

**Completed on:**  
4 March 2024

**Service provided by:**  
Special Stars Homecare Limited

**Service provider number:**  
SP2014012337

**Service no:**  
CS2014328590

## About the service

Special Stars Homecare Limited is a Care at Home service with an office base close to Falkirk. The service supports children and young people with a range of additional needs, including complex health needs, in their own homes. This provides the family with periods of respite.

Care and Support Packages vary according to need, at the time of inspection Special Stars supported 22 families.

Referrals are almost exclusively from the local Social Work Department and Health Board. The provider manages the service.

This service registered with the Care Inspectorate on 18 March 2015.

## About the inspection

This was an unannounced inspection which took place on 22 February 2024, 09:00-17:00 and 23 February 2024, 09:00-17:00. 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 one person using the service and four family members
- spoke with four staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

## Key messages

- Young people experience warm compassionate care
- Young people and their families were respected and listened to
- Young people's rights were promoted and respected at all times
- Young people benefitted from a service with a clear vision that promoted equality and inclusion for all.

## 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?	5 - Very 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?

5 - Very Good

We evaluated this service as very good. We found a number of major strengths which had a significant positive impact on young people's experiences and outcomes.

### 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

Young people experienced warm, compassionate relationships with staff who knew them well. Newer members of staff 'shadowed' more experienced colleagues to develop a better understanding of the needs of the young people and develop a trusting relationship with them. Young people and their families were respected and listened to, their choices were used to shape service provision.

People experienced person centred support, which promoted their identity, independence, dignity, privacy, and choice.

Young people and families knew in advance who was going to be providing their care and when to expect them. This promoted confidence in the service and a sense of security for young people. A parent told us, 'They are brilliant and always on time.'

People's wellbeing and sense of worth was promoted by staff who valued diversity. Young people's rights were respected and always promoted. We saw staff demonstrating the principles of the Health and Social Care standards in their practice. A family member said,

'I wanted consistency with workers, someone who would know them inside and out, that is exactly what they delivered.'

Young people were supported, to build and maintain their confidence and to have a keen sense of their own identity and wellbeing.

Families and young people received help from service agreements which clearly set out what their service and support would look like. Support was agreed and tailored in a way that enabled young people and their families to support their interests and lifestyles.

All contributions and achievements were recognised by staff, which had a positive impact on young people's confidence and self-esteem.

The young people were kept safe. Staff showed a clear understanding of their responsibilities to protect young people from harm neglect or exploitation. There were robust child and adult protection systems in place. Staff were confident that any concerns they had would be acted upon as a priority. Parents told us that their children were safe.

Staff were vigilant about any changing health needs, making informed holistic assessments. All relevant information was shared with parents at a 'handover' and clearly recorded in daily logs. A parent told us 'Communication is always two-way; staff give me a handover.'

Young people and their families were fully involved in their personal plans alongside all partner agencies. People were enabled to have control of their own health and wellbeing through access to necessary technology and other specialist equipment.

Young people benefitted from a detailed and robust medication management system underpinned by clear good practice guidance. All staff spoke confidently about overseeing complex medical plans and administering numerous types of medication, in numerous ways throughout their shifts.

We saw young people were advised when medication was going to be administered and the process explained to them. Parents were kept up-to-date with any changes in the demeanour or wellbeing of the young person. Clear records were kept about feeds and hydration. The care and support people experienced was right for them and based on their rights, choices, and needs.

## How good is our leadership?

**5 - Very Good**

We evaluated this service as very good. We found a number of major strengths which had a significant positive impact on young people's experiences and outcomes.

### 2.1 Vision and values positively inform practice

### 2.2 Quality assurance and improvement is led well

Young people received help from a service with a clear vision that promoted equality and inclusion for all. Managers actively looked to achieve the best possible outcome for young people and their families. The aims and objectives of the service informed the care and support families received. These were regularly reviewed and reflected the involvement of people who used the service.

Staff provided person-led care and support and worked in partnership with families. An initiative-taking approach was taken to risk. All relevant plans, and procedures reflected a supportive and inclusive approach. The rights of the individual were recognised and empowering the young people to make choices was promoted.

Management ensured that the culture was supportive, inclusive, and respectful and they confidently navigated the service and team through challenges where necessary. Leaders were visible role models.

The service formally evaluated families and young people's experiences on an annual basis using questionnaires. This ensured that young people were provided with the right care and support to meet their individual needs and that the organisation was receptive and responsive to feedback. Families and young people were well informed and their views were central to developing the service provision.

Families were confident in raising any concerns, telling us that management were always quick to respond and acted quickly to address any issue. Two families told us, 'There is a really good two-way working relationship with mutual respect.' 'Communication with the team is great they are all very approachable and helpful.'

When there had been issues with a person's care, or support, managers were quick to respond and showed organisational and individual learning from this.

Staff ensured that young people were able to take part in their care by taking an enabling approach to daily tasks and interactions. Staff worked hard to develop their relationships with families and young people and to be attuned to their individual communication methods.

Leaders demonstrated a clear understanding about what was working well and what improvements were needed. They ensured that the outcomes and wishes of young people and their families were the primary drivers for change. Leaders at all levels had a clear understanding of their role in directing and supporting improvement activities.

## 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).

## Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.1 People experience compassion, dignity and respect	5 - Very Good
1.2 People get the most out of life	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good

How good is our leadership?	5 - Very Good
2.1 Vision and values positively inform practice	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good

## To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at [www.careinspectorate.com](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

Find us on Facebook

Twitter: @careinspect

## Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.