

# Caledonia Social Care (West) Support Service

Caledonia Social Care Ltd  
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**Type of inspection:**  
Unannounced

**Completed on:**  
8 August 2024

**Service provided by:**  
Caledonia Social Care Limited

**Service provider number:**  
SP2016012833

**Service no:**  
CS2016353182

## About the service

Caledonia Social Care (West) has operated since April 2017 and is registered with the Care Inspectorate to provide a care at home service to adults living in their own home. Caledonia Social Care (West) provides services in East Renfrewshire, Renfrewshire, Glasgow, West Dunbartonshire, East Dunbartonshire and Falkirk. The service is an employee-owned business model which supports people living with dementia, learning disabilities and a wide range of health and social care needs.

At the time of this inspection there were 206 people using the service. The service seeks to provide individuals with adaptable and customised home support services so they can maintain their independence in their own homes and connections to the community, respite for carers and flexible care for special occasions and emergencies seven days a week.

## About the inspection

This was an unannounced inspection which took place between 5 to 8 August 2024. Three inspectors carried out the inspection.

To prepare for the inspection we reviewed information about this service. This included registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year.

To inform our evaluation we:

- spoke with 20 people using the service and 30 family members
- spoke with 17 staff
- observed practice and daily life
- reviewed documents.

## Key messages

- People using the service received good quality and consistent care and support.
- Staff were very good at developing meaningful relationships with people.
- Leaders were highly knowledgeable about aspects of the service which they wanted to develop.
- The service should make recording of people's achievements more outcome focused.
- As part of this inspection, we assessed the service's self-evaluation of key areas. We found that the service had begun to use self-evaluation, however, further work is required to develop this approach to support improvement.

## 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 staff team?	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 found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

Caledonia Social Care (West) demonstrated compassion, respect and dedication to providing a very good quality service for people which encompassed the Health and Social Care Standards in their everyday practice.

We had an opportunity to go out and meet people, observe staff practice and speak with families who gave positive feedback about the service. One person told us "My worker keeps my mind thinking and keeps me on my toes, I love their visits." This was echoed with everyone we spoke to. Other positive outcomes included people being supported to maintain childhood friendships, joining local social clubs, days out across Scotland and receiving support for everyday tasks. These achievements had improved people's social connections, confidence and wellbeing.

The support provided benefited both people using the service and their relatives and carers. A relative told us "Punctuality is amazing, they are reliable, and this gives me peace of mind." Another family member shared that having carers of mixed ages allowed loved ones to have diverse and intergenerational conversations. This created social stimulation for people and allowed them to stay connected in meaningful ways.

The service supported people to improve their health and wellbeing. Staff were experienced and continuity within teams meant that the service thoroughly understood people's needs. The medication policy was clear and outlined expectations of staff. A lot of work was done at staff induction around medication and regular refresher training was completed at team meetings. Additionally, the service used podcasts to discuss the value of adhering to policy and provided staff with situations to practice to enhance their knowledge.

Each person using the service had their own care plan. Care plans included comprehensive details about a person's interests and needs. Plans also contained detailed risk enablement which clearly detailed people's care needs in areas such as healthcare, for example epilepsy. We felt that plans could better evidence people's outcomes. For example, the service recorded members' activities daily which was good practice but it would be beneficial to record the outcomes such as better health and wellbeing and community connections. The service acknowledged that it would record people's outcomes and the benefits these have for quality of life which will make the service even more outcome-focused.

People had six-monthly person-centred reviews which highlighted the views of people and their families. People and their loved ones had the opportunity to regularly feedback to the manager and also through surveys. The service was also in the process of setting up a family forum to create more opportunities for families to share their feedback and be involved in the development of the service. To further enhance this, we asked the service to include people's feedback in the service's improvement plan. Having this approach will create even more inclusivity and help the service to further develop in the future.

## How good is our staff team?

## 5 - Very Good

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

There were high levels of morale across the whole organisation and people described it as a feeling part of a family. One member of staff shared "they are really good to work for, they really care about the people we support, the staff are looked after". Through observation, it was clear to see individuals were passionate about their role, proactive in approach and offered support to each other. Staff commented on a whole organisation approach where the director and management team would help out and ensure that care is not interrupted ensuring people continued to have ongoing activities and positive outcomes. We observed good communication between management, staff, and relatives throughout the inspection. Having leaders who were visible and supportive empowered staff to provide high quality care for both people and families.

Staff were recruited safely in line with national guidance with appropriate checks, references, and professional registrations. Training provided by the service was thorough and promoted in person courses and e-learning. This allowed staff to settle well into their role and understand people's needs. Staff were supported through regular team meetings, supervision, observations of practice and appraisals. This ensured that staff had ongoing support and guidance, training needs were identified, and high standards of care were delivered for people.

Staffing arrangements were appropriate to meet people's varied needs and wishes. For example, people received at least two hour visits which promoted meaningful interactions and effective care and support. Prior to someone joining the service, the manager goes out to meet the person to gain a better understanding of their needs and if the service would be suitable for ensuring responsive care and support.

A review of rotas evidenced that there was consistency, and people were supported by staff who were familiar to them. People were cared for by the right number of people at the right time, promoting effective care and meaningful relationships. Rotas were planned in advance taking into consideration staff and people using the service. To further enhance the current system, the service planned to introduce a new rota management system which will have smart features to further assist with tracking late or missed visits. People and families using the service will also be able to log in and check who is on shift each week. This ensures people are included and know who provides their care and support on a day-to-day basis.

To promote wellbeing, the service introduced a digital communication group where staff can regularly communicate with each other. Staff also had access to an employee assistance programme which offers counselling and wellbeing assistance. By promoting a positive working environment where staff feel supported, and their achievements were recognised, there was high levels of morale and performance. To further enhance this, the service is going to build on this by bringing teams together more in person. This ensured that people were supported by a motivated and dynamic staff team to meet their needs, wishes, and outcomes.

## 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

In order that people have confidence in receiving a reliable service, the provider should ensure that there are appropriate systems in place to minimise the risk of a missed visit.

This will ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "My care and support meets my needs and is right for me" (HSCS 1.19).

**This area for improvement was made on 24 January 2020.**

#### Action taken since then

A review of rotas evidenced that there was consistency, and people were supported by staff who were familiar to them. People were cared for by the right number of people at the right time, promoting effective care and meaningful relationships. Rotas were planned in advance taking into consideration staff and people using the service. To further enhance the current system, the service planned to introduce a new rota management system which will have smart features to further assist with tracking late or missed visits.

**This area for improvement has been met.**

### 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
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
How good is our staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

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