

Caalcare Limited Housing Support Service

Rose Lodge
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Telephone: 01382 224 060

Type of inspection:
Unannounced

Completed on:
28 August 2024

Service provided by:
Caalcare Care and Support Services

Service provider number:
SP2007009435

Service no:
CS2008167990

About the service

Caalcare Limited is a small privately owned service, which provides a combined Care at Home and Housing Support Service for up to 26 adults, who require additional support because of a learning disability or mental health issues. They live in a supportive community environment in Rose Lodge, a large Victorian house in the west end of Dundee. There are two satellite houses over the road in which people are supported as well.

Their stated aims of the service are:

'We aim to allow service users to lead a happy, healthy and fulfilling life in an environment in which they feel safe and secure. We aim to promote confidence and self-esteem in order for the service user to pursue a lifestyle which is unique to each individual. Our approach and care planning will be holistic and person-centred'.

About the inspection

This was an unannounced inspection which took place on 23, 26 and 28 August 2024. The inspection was carried out by one inspectors 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 6 people using the service.
- Spoke with 7 staff and management.
- Observed practice and daily life.
- Reviewed documents and 16 service user surveys and 10 staff surveys.
- Spoke with visiting professionals.

Key messages

- People living in the service were very positive about the support they received from the staff team.
- Positive, warm compassionate relationships were evident between people in the service and staff.
- People were supported to be as independent as possible and encouraged to participate in a wide range of activities and experiences.

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.

People experienced warmth, kindness and compassion in the way they were supported and cared for. People living in the service had positive relationships with staff. Staff clearly knew people well and were able to provide the right level of support that suited each person's needs and preferences. Staff recognised people's rights to make choices. One person said how much she valued her personal independence which was supported by the staff in the service, "they leave me alone, which is what I want". One gentleman said, 'I'm never living anywhere else. They give me my freedom and independence.' Another person described the profound impact the support from the service had on his quality of life and sense of wellbeing, "If it wasn't for them, I wouldn't be here. This place saved my life".

People were enabled to get the most out of their day with options to develop and explore their interests and aspirations. This included a range individual and group activities, such as, fitness, social groups, community clubs and learning opportunities. People were supported by staff who demonstrated an enabling attitude and believed in people's potential. This meant that the service had a positive and enabling approach to support people's wishes and aspirations.

Care planning and reviews provided the opportunity for people to set their goals. We could clearly see how this process supported people to fulfil their ambitions. For example, a conversation with someone with a passion for public transport systems led to a trip to see a transport system in another country. Another person set a goal to improve their fitness and this led to them completing the challenge of a sponsored walk. This had a lasting positive impact on people's wellbeing who talked with enthusiasm and pride about experiences that were important to them.

People were supported to maintain relationships with people important to them. It was positive to see the fun, social bonds that people had with fellow tenants and staff. People had been supported to plan and go on a variety of holidays that met their preferences, providing people with a range of experiences and opportunities to explore. We observed that staff worked with people in a manner that was supportive and worked to the individual's pace. This made people feel confident and not rushed into what they were trying to achieve.

People were enabled to make informed health and lifestyle choices that contributed to positive physical and mental health. For example, people had been successfully supported with smoking cessation. Healthier eating choices were also supported through menu planning and step by step cooking. People were supported to enjoy their food in a relaxed, unhurried atmosphere. People were supported and encouraged to prepare their own refreshments and adaptations were in place to support this.

To ensure that people benefitted from support to access community healthcare and treatment, people had clear healthcare plans in place that tracked appointments and routine screening. We suggested that the service should record where people have chosen not to have appointments. We also discussed the importance of opening up conversations considering future care planning with people to ensure that their wishes are known and the service agreed to explore this.

How good is our staff team?**5 - Very Good**

We found significant strengths in aspects of staffing arrangements. Staff worked well together and this supported positive outcomes for people, therefore we evaluated this key question as very good.

People using the service and staff benefitted from a warm atmosphere because there were good working relationships. The service had a daily morning meeting where significant events, achievements or concerns were discussed and actions agreed. This meeting supported effective communication between staff, with opportunities for discussion about how best to improve outcomes for people. This meeting enabled the staff team to deal with any changes effectively and to identify what worked well or what could be improved.

Staffing was scheduled in accordance with people's needs and preferences for when their support is provided. People chose how they spent their time and benefitted from varying degrees of support to enable this. Staff understood their role and were able to respond flexibly and sensitively to changing situations. Staff provided support with compassion and care. People were encouraged to develop and use their skills in order to promote their independence and improve their confidence. The person-centred level of support was appreciated by people in the service, 'They give me my freedom'.

People benefitted from a stable, experienced and knowledgeable staff team. Feedback from people in the service about the staff was consistently very positive. People said they felt listened to and that staff had enough time for them. Staff also told us that they felt supported at work. People were able to identify their key worker and this positive relationship was clearly important to them. A number of staff had known the people they were supporting over a period of several years. These long-standing positive relationships provided people with stability, continuity and consistency. One person said, 'I want to live here forever' another said, 'I am happy living here and I like who I live with and in the staff team too'.

Complaints

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