

Cluaran Care Support Service

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

Telephone: 01786 643133

Type of inspection:
Announced (short notice)

Completed on:
25 November 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 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.

At time of inspection the service is supporting 200 people, with a range of care packages offered up to 24 hours.

About the inspection

This was an announced short notice inspection which took place on 13 November and 14 November 2024. The inspection was carried out by three 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:

- obtained feedback and spoke with 23 people using the service and eight of their families
- obtained feedback and spoke with staff and management
- observed practice and daily life
- reviewed documents
- obtained feedback from visiting professionals.

Key messages

- There were warm and encouraging interactions between staff and people using the service.
- Systems for administration of medication, were in place and processes were regularly audited and ongoing improvements were being made to ensure all staff were following best practice.
- Support was provided in a personalised way where people were treated with respect
- Staff carried out their duties in a way that demonstrated an understanding of the training they had received.
- Staff completed training that was relevant to their roles.

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.

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

Support was provided in a personalised way where people were treated with respect. There were warm and encouraging interactions between staff and people using the service. Everyone spoke highly of the service and we heard:

"I am very happy with the girls and the care I am receiving."

"carers that visit us are friendly, professional and very helpful."

"They're all respectful and kind. Really nice people."

"I feel they really care and are proactive when I call in."

"the staff are all lovey they make me feel safe."

"The support I get is great. The staff are brilliant. They help me have a shower, get dressed, and make my meals. I couldn't do without them."

Families said staff were well trained, and very committed to supporting their loved one in carrying out their duties and one relative told us: "my mum's face lights up when the carers come in, they all seem good" whilst another told us "the carers go above and beyond." People enjoyed the interactions, chat and the reassurance of knowing that a support worker would visit, and their wellbeing was being monitored. Staff recognised people's changing needs and highlighted any concern or changes to senior staff.

Contact with the caring staff was extremely important to people. Some were their main connection with the community. This meant people could live in their own home for as long as possible. Everyone we spoke with had confidence in the staff and mostly knew who was coming to provide their care. To achieve this it required effective leadership. One person told us, "If I ever have anything I think needs done differently, I speak to managers or office staff and they action it."

The service was in process of transition to a new electronic care planning and recording system, which was being managed effectively. Support plans were in place for each person to guide staff, reviews were up-to-date and reflected the care and support that each person should have.

Systems for administration of medication were in place and processes were regularly audited and ongoing improvements were being made to ensure all staff were following best practice.

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.

Quality Indicator: 3.3 Staffing arrangements are right and staff work well together.

Staff were confident in building positive and supportive relationships with people. They were flexible and supported each other to work as a team. One staff member told us "I love my job" whilst another said "we tailor our service to meet the specific needs of each individual."

Staff completed training that was relevant to their roles. This included training that was specific to understanding the needs of people being supported and cared for. All staff spoke highly about the induction process they had completed. Managers were described as very supportive and going above and beyond. Training records were kept which evidenced that training was up-to-date. People experienced care and support from well trained staff who were knowledgeable about their care needs.

Staff carried out their duties in a way that demonstrated an understanding of the training they had received. Conversations with staff also evidenced their knowledge in supporting and caring for people. Most staff spoke positively of their work and told us they were proud to work in the service. This demonstrated a commitment to both the service and the people they were supporting and caring for. Arrangements for the one-to-one supervision of staff were in place. Team meetings gave staff an opportunity to discuss any issues they experienced and to contribute to the development of the service. This evidenced that staff were valued by leaders in the service.

Many people were supported by a small, consistent staff team, who knew them well. Planning of support visits were effectively co-ordinated.

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**

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 provider should ensure:

There is a robust policy in place, with clear guidance for staff and the complainant to follow when concerns and complaints are raised. The manager and support staff should respond to concerns raised appropriately and through their complaints policy, that communication is clear, consistent and in the complainants preferred method of communication. This is to ensure there is a clear pathway to the concerns raised and any actions identified.

This is to ensure care and support is consistent with Health and Social Care 8 of 10 Standard 4.21: "If I have a concern or complaint, this will be discussed with me and acted on without negative consequences for me."

This area for improvement was made on 11 October 2024.

Action taken since then

People could be assured that people experiencing care and their chosen advocates could raise any concerns or complaints as the service had a clear and robust policy and process in place.

Therefore this area for improvement had been Met.

Previous area for improvement 2

People experiencing care and support should be confident they will be supported with their medication in a way that is right for them and in line with the prescribed instructions. In order to achieve this, the provider should:

Ensure medication is given as prescribed to support people's health and wellbeing. Put in place a system to ensure that medication is administered as prescribed, ensure medication administered or prompted is taken by people, and staff are suitably trained to effectively support people with their medications.

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."

This area for improvement was made on 11 October 2024.

Action taken since then

People could be assured that medication would be administered in a way that is right for them and in line with prescribing instructions. The service had a clear system in place and staff were suitably trained.

Therefore this area for improvement has been Met.

Previous area for improvement 3

People experiencing care and support should be confident they will be supported with their medication in a way that is right for them and in line with the prescribed instructions.

In order to achieve this, the provider should ensure:

Any changes to individuals' scheduled support visits, including changes to support workers or visit times, does not affect the timely administration of medication according to prescribed instructions whenever possible.

This is to ensure care and support is consistent with Health and Social Care Standard 1.19: "My care and support meets my needs and is right for me."

This area for improvement was made on 11 October 2024.

Action taken since then

People could be assured that medication would be administered in a way that is right for them and in line with prescribing instructions and should there be any changes to people's scheduled support visits including changes to support workers, medication will be considered and where possible not affected.

As the service had a open communication process and electronic system, which would highlight any changes or concerns to visits. All staff we spoke with were knowledgeable about medication and their role in highlighting any changes.

Therefore this area for improvement has been Met.

Previous area for improvement 4

People experiencing care and support should have confidence that communication, both verbal and written, between them, their family/chosen advocates, staff, and the service provider will be positive, effective and accurately maintained.

To achieve this, the manager should ensure to:

Establish clear and robust systems and guidance to support staff in promoting and maintaining accurate communication at all times. This includes providing training and resources to ensure staff understand the importance of meaningful, effective and accurate communication and how to provide this when supporting people in their preferred manner.

This is to ensure care and support is consistent with Health and Social Care Standard 3.1: "I experience people speaking and listening to me in a way that is courteous and respectful, with my care and support being the main focus of people's attention."

This area for improvement was made on 11 October 2024.

Action taken since then

People could be assured that the service had a clear and robust system in place to promote and maintain accurate communication for people and staff.

Therefore 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.

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

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

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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.