

C-Change Scotland Housing Support Service

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Type of inspection:
Unannounced

Completed on:
25 November 2024

Service provided by:
C-Change Scotland

Service provider number:
SP2004006578

Service no:
CS2004070912

About the service

C-Change Scotland provides a housing support and care at home service to adults and young people (aged 5-16) with learning disabilities and/or physical disabilities or mental health issues. The organisation's head office is based in Glasgow.

C-Change Scotland provides individualised support to people who may live in their own home or live within the family home in Glasgow (and surrounding areas), Falkirk, North and South Lanarkshire, West Lothian and Perth and Kinross. Support provided to people ranged from a few hours a week to 24 hours a day. At the time of the inspection the service was provided to 63 people across the registered branch.

The registered manager and director of practice and quality assurance, co-ordinate the overall running of the service with support from area leads. The registered manager is also the director of performance, innovation and compliance. Support advisors work alongside the people who use the service while locally managing the staff team of personal development workers who provide direct support to people.

The aim of the service is: "to offer creative and flexible support, enabling people who use the service to have a good quality of life, while maximising their life opportunities".

About the inspection

This was an unannounced inspection which took place between 20 and 25 November 2024. The inspection was carried out by two inspectors from the Care Inspectorate. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year.

This was a pilot inspection to test a new way of inspecting to provide assurance that better performing services continue to deliver a very good level of care and support. No new evaluations (grades) were awarded.

This inspection is called a core assurance inspection. This is because research tells us that these core assurances are the key areas that are essential to a service being safe. We report on them under the headings: legal assurances, wellbeing, leadership, staffing, and planned care/support. At the time of inspection the service was supporting 63 people.

We confirmed that the service continued to provide a very good level of care and support. During inspection we:

- spoke with six people using the service, and two of their friends and family members
- spoke with eight staff and the management team
- observed practice and daily life
- reviewed documents

Key messages

Legal assurances

The service was operating legally and in line with their conditions of registration, including having the appropriate insurance in place, and a range of policies and procedures that promoted good outcomes for people. This meant that people were safe and protected from harm and could have confidence in the organisation providing their care and support.

Wellbeing assurances

Staff understood their responsibility to protect people from all forms of harm. Appropriate assessments and referrals were made. One relative told us "(they) are always very professional" while another told us "(we) feel listened to". Where people needed support with finances or safeguarding their rights, robust policies and procedures were in place to guide staff. Records were accurate and well maintained, meaning people could be confident their money and valuables were managed properly.

Medication was well managed and there was clear and up to date guidance to help staff, and as a result people were supported to take the right medication at the right time which promoted their safety and wellbeing. We observed people being supported with their medication needs in a way that was person-centred and promoted their independence and dignity.

People told us they were able to stay in touch with those important to them, and were encouraged to fully participate in the local community. The service actively promoted peoples' rights, and supported people to campaign for these.

Staffing assurances

People were kept safe because the service followed recruitment best practice. There was an emphasis on person-centred and value-based recruitment. People and their families told us they could be involved in recruiting their staff teams if they wished. There was a clear link between the needs of people using the service and the skills and experience of staff being recruited. As a result, feedback about the staff from people who used the service, and their relatives was very positive.

Staff told us they were well supported. New staff had a comprehensive induction, and there was a needs led training programme for all staff. Records were up to date for essential training and staff received regular refresher sessions. This assured us staff had the necessary skills, training, and competence to provide safe care.

Support was provided by dedicated and committed staff teams. Agency use had been reduced. People we spoke with told us that their teams were consistent and reliable, and that they knew who would be providing their support.

Regular meetings and good communication meant all staff were well informed of people's needs and care requirements. This supported good outcomes for people as care staff were available and observant to their needs.

Leadership assurances

People could be confident the service was well led by a stable and responsive management team. A range of quality audits had been completed, including care plans and outcomes, individuals' experiences, medication management and finances. This gave assurance of effective management oversight of the quality of key elements of the service.

The service used regular review meetings to gather the views of people receiving care, and those closest to them. These views informed a detailed service development plan. This helped ensure that people were receiving the right care for them and were involved in the development of their service.

Complaints

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

To find out more

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