

# Christina's Home Care Service Housing Support Service

Legal House  
101 Gorbals Street  
Glasgow  
G5 9DW

Telephone: 01414 237 775

**Type of inspection:**  
Unannounced

**Completed on:**  
20 November 2024

**Service provided by:**  
Christina's Home Care Service

**Service provider number:**  
SP2004006970

**Service no:**  
CS2007167690

## About the service

Christina's Home Care Service is registered to provide a combined housing support and care at home service to adults with a range of support needs in their own homes. The provider is Christina's Home Care Service Ltd.

The service provides support to people living in their own homes in East Renfrewshire and Glasgow South. At the time of inspection, the service was supporting 92 people.

The support people receive depends on their assessed needs and outcomes, and may include preparation of meals, administering and assisting with medication, personal care, assistance with moving around the home, and accessing the community.

The service aims to "maintain [people's] independence and quality of life in their own home, providing comfort and reassurance with professionalism, dignity and compassion, kindness, understanding and patience".

## About the inspection

This was an unannounced inspection which took place between 19 and 20 November 2024. One inspector carried out the inspection. 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) have been 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.

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

- spoke with six people using the service and four relatives;
- spoke with six members of staff and management;
- observed practice and daily life;
- reviewed documents.

## Key messages

### Legal Assurances

People using the service were protected from harm because the service was operating legally and in line with their conditions of registration. This included having the appropriate insurance in place, and a range of policies and procedures that promoted good outcomes for people.

### Wellbeing

People's physical and mental wellbeing was supported well by Christina's Home Care Service. Every person we spoke with offered positive feedback about their experiences with the service. A person told us, "The staff are caring and reliable, they meet our needs and always have good conversation which is important to us".

The service supported people to keep safe as staff confidently understood their responsibilities in protecting people from harm. Workers had comprehensive training which included adult protection. This translated into good practice as staff were skilled in identifying potential harm in people's lives and making appropriate referrals to partner agencies. All protection issues were clearly logged, investigated, and concluded to keep people safe and well.

There was a robust approach to supporting people with medication. People had clear assessments to determine the level of support needed, and when required staff administered medication effectively and completed appropriate recordings. This good practice was supported by established medication policies and procedures, and ongoing communication with health professionals. These systems ensured people supported by the service had their needs met in a safe and efficient manner.

We did note that the service's policy on managing people's finances hadn't been reviewed this year. Whilst the service did not currently support people to manage their finances, we asked them to review and, if necessary, update this policy to support good practice in future.

### Leadership

People using the service, relatives, and staff offered positive feedback about the service leadership team. Leaders were described as pro-active, supportive, and knowledgeable, which was consistent with our own findings. This resulted in a well-organised service that supported positive outcomes for people, and high morale amongst people receiving care and staff.

Leaders had developed robust quality assurance systems and had strong governance of the service. All accidents and incidents were recorded, investigated, and concluded with appropriate actions to keep people from harm. Appropriate issues were reported to health professionals to ensure people received effective support with their health and wellbeing.

The service listened to feedback from people and relatives through regular satisfaction surveys, meetings, and open communication. Where people highlighted desired changes, the service introduced these promptly. Similarly, any complaints to the service, which were infrequent, were handled professionally with a genuine desire to improve people's experiences.

Leaders had developed an improvement plan that highlighted how the service could further improve upon its standards. This was an action plan that included information from audits, people's feedback, and working in collaboration with partner agencies. There was a commitment to continuous improvement and delivering

quality care and support to people.

## Staffing

People receiving care could be assured that their staff were recruited safely with appropriate checks, references, and registrations. This was in line with national guidance, which helped to keep people safe and well.

Staff had access to a comprehensive induction, training and development programme. The service had an established culture of providing a high level of face-to-face classroom training. This was delivered by an experienced training team at the service's head office with relevant equipment such as hoists. Staff told us that training gave them meaningful learning in their duties, responsibilities, and the positive values of the service.

A system of observations of practice and frequent supervision meetings ensured that leaders could monitor staff performance, highlight any development needs, and promote staff wellbeing. This resulted in a skilled workforce that met the needs of people well.

The service monitored the reliability of people's visits both in terms of punctuality and the consistency of staff. This meant that people were supported by familiar workers at agreed times. Where changes were needed, such as during periods of annual leave, there was appropriate communication with people and their relatives. Consistency was seen as one of the service's key strengths and promoted a strong understanding of people's needs and wishes.

## Planned Care

The feedback we received from people who used the service was positive. Every person we spoke with highlighted the quality of care they received and praised the service's values. A person told us, "I don't know where I would be without the service. They are so capable, kind, and considerate".

We tracked people's experiences and found that people achieved positive outcomes through their support. People were empowered to continue living at home, maintain or improve their physical health, and formed strong rapport with their staff which benefitted their mental wellbeing.

People's needs and wishes were captured well in their personal plans, known as care plans. People's health and social needs were assessed, ways to meet them were clearly detailed, and regular reviews ensured information was accurate. Any potential risks, and ways to reduce them, were identified and appropriately managed. This offered effective guidance for staff to meet people's outcomes.

The quality of care and support also benefitted people's relatives and unpaid carers. A relative told us, "The staff are like extended family now, we all look forward to the visits. And when I need to go out, I am reassured that I can do things without worrying". This demonstrated the consistency and quality of support people received, which made a positive difference to the lives of people and their families.

## 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).

## 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 iarrrtas.

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.