

East Central Scotland Services Housing Support Service

Community Integrated Care
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Announced (short notice)

Completed on:
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Service provided by:
Community Integrated Care

Service provider number:
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Service no:
CS2008181744

About the service

Community Integrated Care (CIC) is a national social care charity which provides care and support to people who have learning disabilities, mental health support needs, autism, acquired brain injuries and physical disabilities. The main office base is located in Glasgow. There is a small office base in the Hyvots area of Edinburgh and a church hall in Niddrie is used for meetings.

The service provides support to people living in their own and shared tenancies in different locations across Edinburgh and Midlothian. There were five teams each with its own team leader and dedicated staff. At the time of the inspection 33 people were being supported.

About the inspection

This was a short notice unannounced inspection which took place between December 6 and December 18 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 information
- information submitted by the service
- intelligence gathered since the last inspection.

In making our evaluations of the service we:

- visited 18 people in their homes
- received feedback from 11 relatives
- received feedback from 28 staff and management
- observed practice and daily life
- reviewed documents
- received feedback from three visiting professionals.

Key messages

- People experienced compassionate, dignified care and support.
- People were very well supported to lead active and fulfilling lives.
- People's health and wellbeing benefitted from having well trained, skilled and competent staff who were responsive when their needs changed.
- People benefitted from staffing arrangements that were right for them and from having staff who believed in their potential.
- The service worked within a culture of continuous improvement.
- Care plans were regularly reviewed but further detail was required to ensure consistently safe and effective approaches.

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?	4 - 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?

4 - Good

We made an evaluation of good for this key question, as several important strengths, taken together, clearly outweighed areas for improvement. Whilst some improvements were needed, the strengths identified had a significant positive impact on people's experiences.

People and their relatives valued the care and support they received from the service. People were supported with dignity, compassion and respect and were valued for their individuality. People were being very well supported to lead active and varied lives in line with their individual choices and interests. We observed staff supporting individuals and found their approach to be kind, encouraging and respectful. People told us 'I love it here and we always get a great laugh.' 'I am very happy here and have a good friend.' and 'They are helping me with travelling and getting a job and to do more things on my own.' People's homes were personalised, homely, well furnished and maintained to a high standard, which positively impacted on their dignity and wellbeing. Relatives appreciated the quality of accommodation and the support provided. Comments included 'The service has been excellent, the level of care is first class. Staff believe in people's potential' 'Couldn't ask for better - this is the most settled (name of person) has been.' 'The staff are very good and if there are any issues at all we get them sorted quickly.' Staff supported people to be as independent as possible in managing their homes, doing their own shopping and going to activities/groups of their choice. This meant that people were encouraged to get the most out of life because the staff who supported them had an enabling attitude and believed in their potential.

People's care plans contained good detail about their health and support needs and their backgrounds, however some care plans required greater depth of information to enable staff to provide a consistent approach. The service were in the process of auditing and reviewing the detail contained in care plans and had made improvements to support a consistent approach. We asked the service to develop their positive behavioural support approach to ensure all people who experienced behaviours of concern had an individualised, skills-based, positive behaviour support plan in place to further promote and develop people's quality of life. The service were committed to continuing to develop the quality of their care planning processes. This meant that people could rely on a service that worked within a culture of continuous improvement to ensure people's care and support was right for them.

People had six monthly review meetings which involved relatives, guardians and other involved agencies, where appropriate. Relatives told us that they received copies of their loved ones support plan before their reviews and that this kept them updated on what was recorded and planned for. Reviews supported discussion between all parties about what was working well for the person and anything that could improve their current quality of care. People were regularly asked about their views about the quality of care they experienced. We heard from people, their families and staff that management were open and responsive in addressing any issues raised with them and finding solutions to improve people's care experience. Relatives told us they had confidence in the staff and management teams, they felt listened to and as involved as they wanted to be. Relatives were confident that staff were vigilant in monitoring people's health and told us they were responsive and involved relevant health professionals when needed while maintaining good communication with them. This meant that people were supported to give regular feedback on how they experience care and support and the organisation uses learning from this to improve.

The service worked in close collaboration with a range of agencies to promote people's safety, health and wellbeing. Feedback from involved health and social care professionals was positive and evidenced that the service was regularly communicating with relevant people and advocating on behalf of people to promote

positive outcomes for them. Comments included: 'The C-I-C team are proactive and person centred in the way they provide support to people they support' and '"Staff communicate any concerns about client's health and wellbeing in a timely manner and are proactive with following up with recommendations.' This meant that people could have confidence that their care provider worked effectively with other organisations to promote their wellbeing and plan for their current and future needs.

Some people received support to manage their medication. We found medication systems and procedures to be mostly well managed. We did encounter some discrepancies in recorded information which we discussed with the service. Improvements had been made by the end of the inspection and the service committed to introduce further audits to prevent future discrepancies. This meant that people could have confidence that the service would take prompt action where issues were found and implement procedures to continuously improve. (See area for improvement one)

Areas for improvement

1. To further promote people's safety and wellbeing the provider should audit people's care plans to check that information is clear and any guidance easy for staff to follow.

This is in order to ensure care and support is consistent with the Health and Social Care Standards which state that: 'My needs as agreed in my personal plan, are fully met and my wishes and choices are respected' and 'Any treatment or intervention that I experience is safe and effective.'

How good is our staff team?

5 - Very Good

We evaluated this key question as very good. The service demonstrated major strengths in supporting positive outcomes for people. There were very few areas for improvement and those that did exist had minimal adverse impact on people's experiences and outcomes.

Staff recruitment was evidenced to be very robust and well organised and having different stages within the recruitment process allowed careful vetting of potential employees. People supported also had the opportunity to meet staff and team leaders could observe how well potential staff communicated with people and assess their care values and motivation for the role. This meant that people could have confidence that the people who care for and support them have been appropriately and safely recruited.

People's staffing arrangements were very well planned for and in circumstances where there had to be changes to people's staffing they and their relative/guardian were kept informed. People had copies of their staffing rotas in advance and this helped them to prepare and know who was coming to support them. Relatives appreciated being provided with copies of the staffing rotas in advance. The service advocated on behalf of people to secure additional hours of support when their needs changed and they required increased staffing. Staff created one page profiles outlining their backgrounds and interests and this information was used to match staff with people's interests and personalities. People had consistency and stability in their staffing and the provider strove to minimise any changes to people's teams. Where there was any staff turnover the provider provided people with opportunities to get to know their new staff and feel comfortable with them. This meant that people could have confidence that their care provider was regularly assessing their needs and making any necessary adjustments to their staffing arrangements to provide them with safe and effective care.

People were confident that the management team were responsive and had a good overview of the service. We heard from people, families and staff that management were approachable, listened and took ideas/concerns forward. Several relatives commented that their loved ones were experiencing a high quality of care and support and that it was the 'most settled' their loved ones had ever been. They said this was testimony to the high quality of leadership and dedicated staff who had built strong and trusted relationships with people supported. Staff were supported and encouraged to use the organisation 'Speak Out' procedures should they have any concerns about another member of staff's practice. This meant that people could have confidence in the people who support and care for them and in their care provider to keep them safe and protected.

Staff had opportunities to discuss and reflect on their practice and learn and develop in their roles through individual organised time with their leaders as well as at staff meetings. Staff were overall very positive about support from colleagues though we heard that there were certain members of staff who 'could pull their weight more.' There were also opportunities to progress within the company and training was provided to leaders new to the role. Staff induction was well organised and overall feedback was very positive about the induction process and the time that was given to shadow experienced staff and get to know people's support needs. A few staff expressed that the shadowing period could have been longer to allow them to feel more confident. The management team encouraged staff to be open and bring forward any issues. They also carried out a staff survey and used this information to improve conditions for staff.

Staff had access to a welfare fund as well as individual counselling should they need support with any issue affecting their wellbeing. Staff training was well organised and the provider promoted a culture of learning and development. The provider had an overview of staff training and any refresher training requiring completion. Staff were supported to gain qualifications to meet with conditions of registration with relevant professional bodies. Staff had access to ongoing learning & development opportunities, including eLearning and face-to-face opportunities. We asked the service to review refresher cycles for some topics and consider additional face-to-face sessions to develop staff practice. This meant that people could have confidence in their staff because they were trained, competent and skilled, and were able to reflect on their practice and follow their professional and organisational codes.

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?	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - 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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