

Care at Home City Wide Housing Support Service

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Unannounced

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Dundee City Council

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About the service

Care at Home City Wide provides Care at Home and Housing Support services to people living in Dundee. The service provides flexible packages of care and support to meet people's needs, to support them to remain at home.

The service is operated by Dundee City Council. The head office for the service is based in Dundee and at the time of inspection, the service was supporting 118 people.

About the inspection

This was an unannounced inspection which took place on 14, 15 and 16 January 2025. 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 and intelligence gathered since the last inspection. In making our evaluations of the service we:

- spoke with 14 people using the service and three of their families
- spoke with nine staff and management
- observed practice and daily life
- reviewed documents
- gathered feedback from visiting professionals.

Key messages

- People who used the service were supported by warm, compassionate staff.
- The service had strong links with external professionals, which supported people to access the right support, from the right person when required.
- Further work was required to ensure that information relating to legal documents was recorded appropriately in care plans.
- The service had been responsive to recruitment challenges, ensuring that they could consistently deliver a high quality service to people already using the service.
- Communication amongst the staff team was good and staff worked well together.

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 evaluated this key question as good. A number of important strengths were identified which had a positive impact on people's experiences. These strengths strongly outweighed any areas for improvement.

People who used the service were supported by a staff team who were warm, compassionate and respectful. We observed, and heard about, a number of positive interactions and the positive impact care staff had on the lives of people who use the service. People told us 'I'm happy with the help, it keeps me independent' and 'they chat and stop me from feeling lonely.' Positive relationships promote trust and safety and enable people to get the most out of life. The service had identified some challenges with recruitment and were pro-actively trying to address these issues. As a result of these challenges, in some areas people experienced changes to visit times and inconsistency with the care team providing their support. We were assured that as far as possible, the service were trying to ensure people were supported by staff members they were familiar with and that they experienced as little disruption to their scheduled visits.

There were strong links with external professionals, with staff encouraging people to make contact with health professionals where concerns were raised, or in some cases making contact on peoples' behalf. Having strong working relationships and knowledge of services available to people, supports people to maximise their health and wellbeing.

Care plans and risk assessments were accessible in people's homes. These were well formatted and contained comprehensive, relevant information about the person. There were varying levels of detail with regards to people's life history, however we appreciate this could be due to how much information people wish to share. It was positive to see care staff actively referring to people's care plans during their support visits, to ensure they were supporting them in accordance with their needs and wishes. Care plans and risk assessments were being reviewed on a six-monthly basis or more often where required. The service was responsive to peoples' changing needs and circumstances, with one person telling us that the service they received felt 'tailor made.' Future care planning was not considered within care plans, so information relating to people's future wishes was minimal. We discussed this with the leadership team who understood the importance of gathering this information and made plans to include this within peoples' care plans going forward.

Where people had legal documents in place, such as Power of Attorney or Do Not Attempt Cardiopulmonary Resuscitation (DNACPR), information relating to these was not consistently clear throughout their care plans. It's important that if these documents are in place, they are clearly reflected in the care plan and documents/copies of these documents can be found easily by members of the care team. This is to ensure that people who should be involved in decision making, are involved and that any interventions are in accordance with the persons needs and wishes.

Some people were supported by staff to manage their medications. Staff we observed supporting people with medications followed the organisation's process and ensured relevant information was recorded in the person's care plan following this. We identified some concerns with the service's recording and reporting of medication errors to the Care Inspectorate, in accordance with regulatory requirements. We discussed these concerns and the process with the leadership team. In response to our concerns, the service have reviewed and updated their policy regarding medication errors and assured us that these will be reported accordingly in future.

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

We have evaluated this key question as very good. We identified significant strengths in the service which had a positive impact on people's experiences. Any areas for improvement we identified, would have minimal impact on people.

At the time of inspection, the service had recently experienced recruitment challenges, particularly for care staff vacancies. The service were actively making efforts to employ new, suitable staff for their roles, whilst ensuring that they could still provide high quality support to the people who use their service. As a result, due to staffing pressures, they had recently reduced the capacity of the service to reflect the challenges. By being responsive to the situation, this ensured that people who used the service continued to experience high quality care and support, from familiar care staff at their scheduled visit times, as far as possible.

Feedback was sought by stakeholders to inform service improvement. People and/or their relatives and staff were asked for their feedback. It was positive to hear about people who use the service being involved in the recruitment process.

Feedback received from staff employed by the service was generally positive. People told us that they felt well supported by their colleagues and leadership team and that they enjoyed their job. Staff received formal one to one meetings with their manager on a regular basis, and all told us they could request additional meetings if they required support. Team meetings took place on a three-monthly basis and all staff were encouraged to attend and participate in these meetings to promote communication and strong working relationships with their colleagues.

A number of staff did raise concerns about limited travel time and that at times, they felt rushed when supporting people due to this. However, feedback from people who use the service indicated that they did not feel rushed by care staff during their visits. We discussed this feedback with the leadership team who acknowledged these concerns and informed us that they were continually reviewing travel time to ensure staff had enough time to safely travel between visits.

Overall, at the time of inspection staffing arrangements were reflective of the needs of the service and the staff team worked well together, to meet the needs of people using the service.

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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