

# Dundee City Council - Homecare - Social Care Response Service Housing Support Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
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**Service provided by:**  
Dundee City Council

**Service provider number:**  
SP2003004034

**Service no:**  
CS2011286191

## About the service

Dundee City Council - Homecare - Social Care Response Service, provides an emergency social care response service to people living within Dundee. The service operates over a 24 hour period, and can also provide some planned care visits overnight. The service also offers an assistive technology service, which assesses people for, and can loan equipment to people in order to assist them to be able to remain at home more safely.

The Head Office for the service is based in Dundee.

## About the inspection

This was an unannounced inspection which took place on 27, 28 and 30 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:

- gathered feedback from 24 people using the service and/or their families
- spoke with six staff and management and gathered feedback from 31 staff
- observed practice and daily life
- reviewed documents
- gathered feedback from visiting professionals.

## Key messages

- People were supported by warm, compassionate staff.
- The service was responsive to the changes in the needs of the people who use the service.
- Staff worked well together and had good links with the wider multi-disciplinary team.
- The recording of information regarding legal documents could benefit from being more concise.
- Staff were proud of the support they provide to people.

## 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 have evaluated this key question as very good. We identified a number of important strengths, which significantly outweighed any weaknesses identified.

People who used the service were supported by warm, compassionate staff. Although, due to the nature of this service, people generally did not know the staff supporting them well, people told us 'the staff are awful good, they have lots of time for me when I'm needing help' and 'I have always found them very helpful.'

As the service operates as a 'response service', there are identified targets in which they aim to answer, triage and respond to calls. It was clear throughout the inspection that in general, these targets were met. Staff within the 'control centre' often worked in response vehicles also, which provided valuable knowledge and skills, meaning they were confident in responding to and triaging incoming calls.

Changes had recently been made to how the service operates, with the introduction of some day time lone working staff members. This change was implemented to reduce response times and ensure people received support sooner, to ensure they were able to get the right care, at the right time, from the right person. By implementing the operational change, the service were being responsive to people's health and wellbeing needs.

Where people had called as a result of an incident or injury, staff were responsive and confident in assessing and supporting the person. The staff working within the service had strong links with external professionals. Staff were regularly in contact with the wider multi disciplinary team such as social workers, nurses and the police. An example of the feedback we gathered from staff working in the service was 'we work closely with multidisciplinary teams to achieve the highest standard of care.' Positive working relationships meant that staff members working in the service were comfortable to contact external professionals where there was an identified need for this. Staff were able to refer people to other agencies for input and assessment. For example the fire service could carry out a home safety visit if desired to promote the person's safety. This ensured that advice and input was being sought from the correct professional, who could appropriately support the person.

Care plans and risk assessments were in place for people who used the service. Staff could access these in files in people's homes and on electronic devices. Information was being updated frequently, and for those who called on a semi-regular basis, this was in response to these calls. For people who received planned overnight care visits, care plans contained comprehensive, relevant information and were being reviewed in line with legislative timeframes. Information relating to important documents such as Do Not Attempt Cardiopulmonary Resuscitation (DNACPR) could be recorded more consistently in people's electronic records and care plans. This would ensure in the event of an emergency, staff could access this information timeously, involve those required and ensure care and support was delivered in line with the person's wishes. We discussed this with the leadership team who agreed to progress this.

## How good is our staff team?

5 - Very Good

We found significant strengths in staffing arrangements which supported positive outcomes for people, therefore we have evaluated this key question as very good.

The service had a comprehensive improvement plan in place and we could see that staffing arrangements had been reviewed to improve response times. Staffing had been increased in response to demands of the service. Most staff worked shifts both as both a call handler in the control room as well as in the community responding to calls. This dual role was an asset to the service and provided staff with variety within their role. Staff we spoke to told us 'I enjoy my job there is so much variety.'

At the time of inspection, the service was fully staffed. Feedback received from staff employed by the service was generally positive. We heard how the staffing arrangements supported the retention of staff in the team which enhanced teamwork and continuity. Staff felt that the shift patterns supported their wellbeing. Regular team meetings and supervision were in place to support staff. Staff told us they felt supported and valued at work by their colleagues and the leadership team, this meant staff worked flexibly and supported each other as a team to benefit people.

Comprehensive induction and on-going training were in place for all staff. Staff we spoke to shared with us, that if they felt additional training was required to enhance their knowledge and skills in a particular area, they would be supported to access and complete this training. It was positive to hear how staff had been encouraged and supported to further develop their skills and progress their careers in care.

Staff told us that they enjoyed their job and were proud of the support they provided to people. Staff recognised they were supporting people who may be in crisis and feeling vulnerable and understood how their response and approach helped people to feel safe. There was acknowledgement that sometimes the job meant staff experienced potentially traumatic incidents and support was in place for staff wellbeing if needed.

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](http://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

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