

Rutherglen Community Carers Support Service

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Type of inspection:
Unannounced

Completed on:
28 February 2025

Service provided by:
Rutherglen Community Carers

Service provider number:
SP2004005814

Service no:
CS2004071231

About the service

The service is registered to provide support to people in their own homes. It is provided by Rutherglen Community Carers, a charitable organisation governed by a voluntary management committee. The support is provided by a registered manager, an office administrator, a team leader and a small team of care workers, assisted by volunteers.

The service provides support to individuals in the Rutherglen and Cambuslang areas with a diagnosis of dementia, mental health difficulties and their relatives who may benefit from some respite time. They also provide small groups for people to join and meet with others from their community and take part in a range of activities and trips out.

The service aims to support people to live well with their underlying health conditions and to provide respite and stress relief to people requiring the support and their families.

At the time of the inspection a service was being provided to 29 people.

About the inspection

This was an unannounced inspection which took place between 25 - 27 February 2025. The inspection was carried out by one inspector 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:

- met and spoke with 15 people using the service and two relatives
- spoke with seven care staff, volunteers and management
- spoke with one board member
- received feedback from one professional
- reviewed documentation
- considered feedback provided through questionnaires completed and returned from four people supported/relatives and five staff from the service.

Key messages

- People were supported by staff in a warm and considerate way and staff were knowledgeable about the people they supported.
- Engagement with people supported was very positive.
- Relatives made very positive comments about the quality of the support people received.
- Staff providing care felt happy and well-supported in their roles.
- The management team were responsive to the inspection and suggested improvements.

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 found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

People who experienced care, and their relatives, told us the staff were excellent and very professional. We observed very positive interactions with people supported, who also told us that staff listened to them and treated them with dignity and respect.

People supported, and relatives, made the following comments to us about the service:

"It's nice to meet and chat with the other ladies. I find coming along is therapeutic."

"I like the chance to meet up with friends."

"Nice place to come along to on Fridays and the staff are always positive."

"The staff are lovely and we all have a good laugh together."

"We really value the service and [relative] gets a great deal from it."

"Extremely happy with the support [relative] receives and the staff have all been amazing with them."

The service had written agreements, ensuring that people had clear expectations of the service and their support. We saw evidence of good communication and flexible arrangements in place to suit different requests and lifestyles. People experiencing care could be confident that their care and support was tailored to suit their individual needs and requirements.

People experiencing care, and their representatives, had involvement in developing their personal plans. Within the plans, we saw that outcomes were meaningful, person-centred and clearly documented. Care reviews were taking place and people and relatives told us they were regularly consulted about their views. We were confident that people were listened to and fully included in assessing their care and support needs.

The service had good links with external health professionals. One professional told us: "Staff will get in touch if there are concerns about any individual or the relevant health professional."

How good is our staff team?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

Staff were positive about working for the service/organisation and the teamwork that takes place. Staff felt their wellbeing was always considered by the management team. It was evident that staff have a real commitment to providing support to people they work with.

We received many positive comments from people supported and relatives. One relative told us: "The staff are well trained, friendly and most helpful and are there if I need them".

The manager's assessment of how many staff hours were required to provide safe and effective care was mainly derived from self-directed control budgets and individual funding arrangements. Staff were matched to individuals to help provide consistency of support. This helped to ensure people were supported by staff they knew to provide continuity of care.

Staff received training necessary to carry out their role and were knowledgeable about people experiencing care. There was a commitment from the provider for the staff obtaining necessary qualifications for their professional registration.

Team meetings were evidenced as happening regularly, as well as planned supervisions and annual appraisals for care staff. These formats are useful in recognising and discussing learning needs and encourages reflective practice. Staff reported team meetings and supervisions as being supportive to help with the learning and practices, felt their views were considered and valued in these meetings.

The service used questionnaires to gather feedback from people supported, relatives and professionals about the quality of the service. We could see from the questionnaires sampled, the value people and relatives placed on the service and support being delivered from the staff team. There were no negative comments on the questionnaires.

The management team was well regarded and viewed as supportive from the consistent feedback we received from the staff. It was evident that the management team were responsive and provided good support to the staff when required.

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?	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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