

Call-In Homecare Inverclyde Support Service

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Type of inspection:
Unannounced

Completed on:
6 March 2025

Service provided by:
Call-In Homecare Ltd

Service provider number:
SP2004007104

Service no:
CS2023000323

About the service

Call in Homecare (Inverclyde) provide care at home support for service users in Inverclyde. They have teams in Kilmacolm and Port Glasgow who are coordinated from an office base in Kilmacolm. At the time of inspection they were supporting 51 people.

About the inspection

This was an unannounced inspection which took place between 27 February and 6 March 2025. One inspector carried out the inspection. To prepare for the inspection we reviewed information about this service. This included, registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year.

To inform our evaluation we:

- spoke with 20 people using the service and 14 of their family members
- spoke with 12 staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals .

Key messages

- Staff knew people well and used this knowledge to provide very good person centred care
- People were supported by a consistent staff team
- The staff team were motivated and enthusiastic
- Electronic systems had improved the level of information that staff had available to them
- The support plans reflected the very good knowledge that staff had about people supported.
- The management team had good oversight of peoples needs

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 leadership?	5 - Very Good
How good is our staff team?	5 - Very Good
How well is our care and support planned?	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.

Staff knew people well and used this knowledge to provide very good person centred care. We saw evidence of referral to external professionals as well as staff working in collaboration with other services to achieve the best outcomes for people. Other professionals told us "They liaise very well with us to provide joint care when need be."

Staff tailored people's care to their needs and wishes. We saw an example where someone who spent all their time in bed wanted to be able to go out, so staff have started a programme where they are getting up one day a week, with the aim to build this up. This helped people to feel valued.

The genuine relationships that staff had with people meant that people felt comfortable in making their needs known. There is a holistic view to people achieving the best outcomes. We saw an example where pain relief was reviewed for someone who wanted to go out and meet people, as well as requesting the extra time via the appropriate channels. This demonstrated an all round approach to the support offered and made people feel included.

The staff worked hard to maintain people's connection to their community, by facilitating attendance at local events wherever possible. Staff appreciated how important mental well being was and facilitated experiences wherever they could. This helped improve people's well being.

There was a culture of ensuring people have enough to eat and drink. Multiple drinks are provided with each meal at visits, as well as ensuring that there are plenty of snacks and drinks available for between the visits. Attention was paid to ensure that everything was in place to enable people to eat or drink . This promotes people's nutritional needs.

Staff reported that they were aware of what to do when someone is unwell and the consistency of staff and electronic record keeping, ensured appropriate follow ups and monitoring was carried out. This helped to keep people well.

The medication systems were well managed and staff received regular training and refreshers on this which helps to keep people safe.

Staff were observed to check that people had their alerts in place and did not need anything else before they left. This made people feel involved in their support and valued.

People reported that they were notified of any changes and that staff were reliable and consistent. This helped people to feel safe.

How good is our leadership?**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.

The management team had good oversight of the quality assurance processes. They had embraced the new electronic ways of working and used the information gained to identify areas for improvement. The service development plan demonstrated that any issues identified were used to drive forward service improvements. This helped to improve people's outcomes.

The services self evaluation was constantly developing and improving. The company structure, tools and support from regional staff had enhanced the experience for people and supported the improvement journey. The quality of the audits was observed to have improved since their introduction and the service manager demonstrated a clear understanding of the importance of audit in identifying service improvements. This meant that the service was constantly adapting to people's changing needs.

Accidents and incidents were reviewed at both a service and company wide level with lessons learned being shared to ensure maximum learning from the same. This helped to keep people safe.

The management team encouraged team members to make suggestions and improvements. Feedback was obtained both formally and informally in multiple ways from both staff, people supported and their families. This was then used to inform service improvements.

Successes were identified, celebrated and shared with all concerned further helping to motivate staff and encourage innovation and improvements.

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.

There had been a period of flux for the service with several provider changes within the last few years. This could have significantly impacted on the staff negatively, however all the staff we encountered were motivated and enthusiastic. This was echoed by people supported who told us "Staff are extremely good". Family members said "they care about me too they don't have to but they do" and that "they always ask how I am too".

Staff reported that the electronic system had made accessing information and recording support offered much easier. They told us "there have been a lot of changes but most are for the better. The app provides really good information."

The staff felt supported and reported regular supervisions, good support from the management team and that help was always available on the other end of a phone. This helped staff to feel confident in their role.

There was a robust induction process. Shadow shifts were completed with a member of the quality team, ensuring that appropriate information was relayed and high standards of care maintained. There were regular check ins throughout the probationary period. Regular spot checks and competency assessments ensured high standards were maintained. Staff were observed to take pride in their work and ensured that everything was tidied up behind them. This ensured that people and their belongings were respected.

Fellow professionals who work along side the care staff report that "The Carers are very caring, knowledgeable and provide excellent care. Carers work closely with District Nursing staff to ensure all care is delivered to a high standard." They report that if any issues arise they are dealt with quickly and appropriately. This ensures people support is appropriate for their needs.

Staff report that most of the time they have sufficient time to complete the tasks required and that the office staff are very responsive to information with regards to peoples health needs. People supported told us " they seem to have enough time and will have a chat with me." We observed that staff were skilled and organised making the most of the allotted time for the visit without making people supported feel rushed. This helped to ensure peoples needs were met.

The need for consistency of staff was recognised and facilitated . People supported reported being cared for by the same people and that staff were reliable and well trained. People told us, "I only get different staff if my normal staff are off. I know the staff that come instead too."

Staff received regular training and refresher sessions which they welcomed and reported were useful .Safer recruitment guidance was followed and regular SSSC registration checks made. This ensures people supported are cared for by appropriately trained staff.

Staff reported that they appreciated the staff recognition. Staff told us, "it was lovely to be recognised we didn't have that before". They also enjoyed being involved in events such as Christmas jumper days which helps strengthen team ties.

How well is our care and support planned?

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.

The support plans reflected the very good knowledge that staff had about people supported. The plans reported what was important to people and provided clear instructions for the care staff. This meant that the support offered was in accordance with peoples needs and wishes.

There were appropriate risk assessments in place which were regularly reviewed and updated. This helped to keep people safe.

Reviews were held 6 monthly and all documentation updated and reviewed at this point. Any changes to peoples care were reflected in both the electronic copy of the care plan and the paper copy in peoples houses. People and their families had access to the paper copies and could access real time information about their relative via the app if required. This helped people and their families to feel included and valued.

The support plans demonstrated people working towards goals which would improve their quality of life . They also promoted maintaining the skills that people had and promoting independence. This helped to enhance peoples quality of life.

The ability to schedule tasks and events ensured that care tasks were not missed and that the support offered could be flexible and responsive to any changes. This ensured that the support offered was relevant and in accordance with peoples needs and wishes.

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 leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	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
How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

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