

Call-In Homecare - South Lanarkshire Support Service

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Type of inspection:
Unannounced

Completed on:
25 March 2025

Service provided by:
Call-In Homecare Ltd

Service provider number:
SP2004007104

Service no:
CS2023000326

About the service

Call-In Homecare South Lanarkshire provides care and support to people living in their own homes within the South Lanarkshire area. The type of support provided varies according to the needs and preferences of the individual person. It can include practical tasks like housework as well as personal care and supporting people to take part in social activities.

At the time of our inspection, the service supported around 150 people.

The service operates from offices in the Cumbernauld area. It registered with the Care Inspectorate in October 2023. This was its first inspection.

The provider is Call-In Homecare Ltd.

The provider describes its principle aim as follows:

'The services' primary aim is to support people who use our services to live independently and with dignity, by providing an excellent quality of care that is tailored to their individual needs.

Further, we wish to be recognised as an excellent quality provider of care at home services. We value the importance of involving our service users and their loved ones in the planning and provision of their care and we will strive for opportunities to achieve this...'

About the inspection

This was an unannounced inspection which took place on 14, 17, 18 and 25 March 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 nine people using the service and 10 family members
- spoke with six staff and management
- reviewed documents
- had contact with three health and social care professionals familiar with the service.

Key messages

- People supported by the service are very satisfied
- Families say the support their relatives receive is well organised and consistent
- Staff are appropriately trained, supported and enjoy their work
- The provider has systems in place to evaluate its overall performance and impact
- Care plans require some additional work on the information they contain
- Risk assessments need development to keep people and staff safe from harm.

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?	4 - 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.

We visited a number of people's homes and spoke with them, sometimes with family members present, about the services provided. We also spoke with people supported by the service and family members by phone. Overall people were very satisfied with the supports they received.

People said the service was reliable, consistent and, generally, delivered at the times expected. Most but not all knew who would be coming to support them. We were told carers spend the full allocated time in people's home supporting with personal care, meal preparation and, for some people, companionship. Staff were described as respectful, competent, patient and flexible.

Families told us communication was very good with them being notified of any concerns about their relatives promptly. They also said the service was willing to make changes to visit times, for instance, when people had medical appointments.

Health and social care professionals had positive experiences of the service. They said it worked well with them to achieve positive outcomes for people. They appreciated the service's commitment to providing appropriate support based on individual circumstances and needs.

We saw from care records that, when people required support with medication, this was delivered competently and safely. Care staff supported people's nutritional health by supporting them with meals during their visits but also making them snacks and drinks to have between visits. We also saw that staff and managers made contact with health services like GPs and community occupational therapy as well as alerting emergency services when appropriate. When staff were concerned about people's health deteriorating, they reported it to their management who responded positively and promptly by assessing and increasing the level of support provided. This overall approach ensured people were kept healthy and received the right supports at the right time.

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 provider had a positive approach to maintaining and, when appropriate, improving standards. A service improvement plan detailed areas for action including staff training, quality of care records and monitoring of complaints for lessons to be learned.

In 2024, the provider had commissioned an outside agency to undertake a 'mock' care inspection, based on the themes used by the Care Inspectorate. This provided useful, independent comment on most aspects of the service provided.

Surveys of people and their families were used to gather their views on what was working well and gain suggestions for improvement.

Staff were observed by supervisory staff while working in people's homes. This included how well staff dealt with areas like stoma and catheter care, providing personal care and preventing infection. How staff engaged with people was also measured. Staff were not advised of these checks in advance. From the records we reviewed we could see that staff treated people with dignity and respect, skilled and knowledgeable about how to support people. This kind of exercise provides the service management with reassurance of staff performance and ensures people are supported in the right way by competent staff.

The provider has a quality assurance and governance team who work closely with the service to provide an overview of various parts of the service. This approach helps the service continually monitor its quality and performance on key areas, with the governance team able to work directly with it to improve outcomes.

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.

Care staff told us that they enjoyed their work and felt well supported by their management. They said they worked well as teams in providing support to individuals but also felt part of Call-In Homecare South Lanarkshire. They received training on essential subjects like protecting vulnerable people, supporting with medication and infection control. They told us this training was valuable to them in their work.

Direct observations of their work and regular supervision by supervisory staff were seen as positive by care staff. They told us that the feedback they got was balanced and useful to them.

New staff were well supported. As well as key training at the beginning of their time with the service, they spent time with experienced members of care staff. Staff told us they were able to have this 'shadowing' period extended until they felt comfortable in their new role.

How well is our care and support planned?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

Care plans or support plans are essential to provide relevant information about people being cared for and give guidance to staff on how best to provide that care. We saw some good examples of care plans at Call-In Homecare South Lanarkshire. These provided information about the person supported - their family networks, personal histories, preferences and interests as well as how staff could best support them. Other care plans lacked some or most of these details. The provider has agreed look at improving the overall standard and we will look at this at future inspections.

All care plans noted people's main health conditions but not how specific conditions impact on the individual person. For instance, how a stroke has left a person with left-sided weaknesses or how to communicate with someone who is deaf. Brief explanations of conditions, how people are affected by them and how staff can best take account of these when supporting people can make the care provided more appropriate and beneficial to people. The provider has noted our comments and will consider how this aspect of care plan information can be improved. We will look at this at future inspections.

Risk assessments form part of many people's care plans. These can include, for example, how to support people safely from bed to wheelchair to armchair in ways that protect people and staff from harm. We found some risk assessments to be lacking in useful detail. See Area for Improvement one.

Reviews of care, including risk assessments, should take place no less than six-monthly or more often if required. The service had had a considerable number that were out of date but had made significant progress on reducing this to a manageable number by the end of our inspection. From the information given by the provider, we are satisfied that the remaining reviews would be completed shortly after our inspection. However, we want to see this practice become established and have made an area for improvement on this. See Area for Improvement one.

Areas for improvement

1. The provider should improve its system of care reviews to ensure these happen no less than six-monthly. Reviews should include updating of risk assessments. Risk assessments should specify, where possible, how risk of harm to people supported and/or staff can be reduced or eliminated.

This is to ensure care and support is consistent with the Health and Social Care Standards which state: 'I am fully involved in developing and reviewing my personal plan, which is always available to me.'

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?	4 - Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	4 - Good

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