

Care Services (Perth) Limited Housing Support Service

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Service provided by:
Care Services (Perth) Limited

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CS2005113289

About the service

Care Services (Perth) Limited is registered to provide both a care at home and housing support service to people living in their own homes in the Perth and Kinross area. The support provided ranges from domestic help to assistance with personal care and may be one hour a week or 24-hour cover. Their office is based in Perth city centre.

Care Services (Perth) Limited stated aim is to provide a professional high-quality service based on a commitment to excellent service, professionalism at all times and respect for people receiving care.

What people told us

In order to obtain the views of people regarding the quality of the service provided, we contacted people receiving a service and their families by telephone. People we spoke with were extremely positive about the standard of care and support they received. Comments included:

- "The carers are lovely and I get a very good service."
- "They turn up when they are supposed to and if they're running late they let me know."
- "It's a wonderful service, I cannot fault them."
- "Communication is very good and we always know who is coming; if there are any changes they let us know."
- "I am very happy with my mother's care and I know she really likes the girls."
- "They are all very kind and caring."
- "I get a rota every week."
- "The staff are exemplary, they are polite and professional and they do a brilliant job."

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 good is our leadership?	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?**5 - Very Good**

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

People were supported by a consistent team of staff who knew them well. This helped build trust and confidence and ensured that staff had a good understanding of people's individual needs. The support people received enabled them to continue living in their own home and also provided reassurance for family members. Feedback from people using the service was very positive; they told us that staff were kind and caring and that they valued the support they received.

Schedules were sent out each week to let people know who would be providing their care for each of their visits the following week. The service worked hard to match people with the right staff and this helped build trust and confidence. People were seen as experts in their own lives and were involved in all decisions regarding their care. This person-led approach ensured people were valued and actively involved in how their support was delivered.

We looked at a sample of support plans; these were informative, person centred and captured people's individual health and wellbeing needs well. This information helped guide staff and ensure people's needs were met according to their preferences. People's independence was promoted and, if they were able to manage aspects of their own care, staff supported them to do so. Medication was managed safely and effectively which ensured people received their medication as prescribed. Support plans and risk assessments were reviewed and updated regularly. This meant people could be confident that care staff had access to accurate and up to date information. We were told that communication was very good and we saw that the service communicated well with other professionals and sought advice and support when required. This meant that people received the right support at the right time.

How good is our leadership?**4 - Good**

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

The service had various quality assurance processes in place to support management oversight and there were a number of audits taking place with scheduled frequency. These included safe administration of medications, moving and handling, infection control and use of personal protective equipment (PPE), feedback questionnaires and meetings. A training plan had been developed that helped identify any gaps in knowledge and when refresher training was due whilst observations of staff practice helped support best practice and competency in the role. In addition, the service had a good overview of staff qualifications and registration with their professional registering body; this helped keep people safe.

Audits were also being used to self-evaluate the service's own performance and support improvement. Where the service had identified areas for improvement, these were used to inform the improvement plan. This clearly showed what the service did well and areas to be developed. By utilising regular quality assurance checks, the service demonstrated their values and commitment to providing a very high standard of care for people. We saw that the service was led by an effective management team that was committed to continuous improvement.

People told us that communication was very good and family members we spoke with told us that they were informed of any changes to their relatives' needs. This meant that information was shared appropriately regarding any changes to people's care and support needs. We heard that when any issues were raised, the service was responsive and these were acted on and dealt with quickly. There was a drive to work in partnership with people and their families, people were encouraged to be involved in evaluating the quality of the service provided and were regularly asked for their views on the service they received. This ensured that the outcomes and wishes of people receiving support were the primary drivers for change.

We noted that some care reviews were outstanding; we discussed this with the manager who took immediate action to bring these up to date.

How good is our staff team?

5 - Very Good

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

People receiving a service were protected by robust recruitment practices. Staff underwent thorough checks and there was a strong emphasis on recruiting and retaining the right staff. New staff completed a comprehensive induction process that equipped them with the knowledge and skills they required. People were supported by a consistent team of staff and this helped promote positive and trusting relationships. There were regular opportunities for staff to come together and to meet with the management team. This enabled them to share and exchange information with their colleagues and helped sustain best practice.

Staff we spoke with demonstrated a high level of commitment. They told us they had access to a wide range of training and that they were supported to develop through ongoing training, staff meetings and regular supervision. Staff were clear about their role and what was expected of them. Their competence was regularly assessed to ensure that their learning and development helped support positive outcomes for people receiving care. The learning and support measures in place meant that people were being cared for by staff that had the right knowledge and skill and who were sensitive to people's needs. Staff we spoke with told us that the management team were approachable and that they felt valued and supported in their role. This helped contribute to a high level of job satisfaction. The whole staff team worked well together and this was an asset to 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?	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
How good is our leadership?	4 - Good
2.2 Quality assurance and improvement is led well	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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