

Comprehensive Care & Support Services Support Service

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Type of inspection:
Announced (short notice)

Completed on:
31 March 2025

Service provided by:
Comprehensive Care & Support
Services Limited

Service provider number:
SP2023000413

Service no:
CS2024000075

About the service

Comprehensive Care & Support Services has been registered with the Care Inspectorate to provide Care at Home since 7 March 2024. Comprehensive Care & Support Services is registered to supply a service in Perth and Kinross to adults with support needs in their own home and in the community.

At the time we inspected, Comprehensive Care & Support Services was not supporting any clients.

The service Aims and Objectives include:

"Our goal is to empower our clients to live life to the fullest by enhancing their freedom and wellbeing through compassionate and person-centred care. We provide our services with professionalism, ethics, respect and diversity"

About the inspection

This was an announced inspection which took place between 24 and 31 March 2025. This was our first inspection of this service following registration and was a virtual inspection. The inspection was carried out remotely by one inspector from the Care Inspectorate.

To prepare for the inspection we reviewed information about this service. This included, registration information, information submitted by the service and intelligence gathered since registration.

At the time we inspected, the service was not supporting any clients, which limited the evidence available to us. In making our evaluations of the service, we spoke with management and reviewed documents.

Key messages

- At the time we inspected, the agency was not supporting anyone.
- The manager provided sufficient information to show they could provide a service and were keen to deliver a reliable and good quality service when they do.
- We found management and systems in place to support the service, reflected the values and principles of the Health and Social Care Standards.

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?	3 - Adequate
How good is our leadership?	3 - Adequate
How good is our staff team?	3 - Adequate
How well is our care and support planned?	3 - Adequate

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

3 - Adequate

At the time of this inspection, Comprehensive Care & Support Services was not supporting any people. In the absence of staff or service users, we evaluated this key question overall as adequate. This was based upon the systems in place to support the service.

We found management and systems, in place to support the service, reflected the values and principles of the Health and Social Care Standards. A raft of up to date and appropriate policies were in place to guide staff practice. All of which provided assurance regarding the support staff should receive and the outcomes people might experience.

The provider had developed quality assurance which would support the involvement of people experiencing their service. Feedback from clients could be obtained from phone calls and reviews.

How good is our leadership?

3 - Adequate

At the time of this inspection, Comprehensive Care & Support Services was not supporting any people. In the absence of nurses or clients, we evaluated this key question overall as adequate. This was based upon the systems in place to support the service.

We met with the management to discuss the service and its operation. At this meeting and through all communication, we found them to be cooperative and professional. The management were responsive and supplied all information requested to support the business of inspection. Their conduct and approach was professional throughout, which provided assurance regarding the way they would conduct themselves with service users and anyone with an interest in the service.

We found management and systems in place to support the service, reflected the values and principles of the Health and Social Care Standards. There was a raft of policies in place to support the service operation and compliance with their duties as a registered service. This provided assurance regarding all aspects of service delivery.

The provider had developed quality assurance which would support the involvement of people experiencing their service. There were systems to audit staff training and registration with the SSSC (Scottish Social Services Council). Feedback from people could be obtained from phone calls and reviews.

How good is our staff team?

3 - Adequate

At the time of this inspection, Comprehensive Care & Support Services was not supporting any people. In the absence of nurses or clients, we evaluated this key question overall as adequate. This was based upon the systems in place to support the service.

We sampled policies and procedures, including those relating to staff recruitment. The latter included, detailed recruitment checks to ensure staff were recruited safely. Staff induction and staff development procedures were in place to ensure staff continued to remain suitable for working with people. This meant people could be safe and staff development supported.

We had sight of sufficient processes in place to assess people's needs and wishes alongside the management of calls to reflect a service ready to provide care and support.

How well is our care and support planned?

3 - Adequate

At the time of this inspection, Comprehensive Care & Support Services was not supporting any people. In the absence of nurses or clients, we evaluated this key question overall as adequate. This was based upon the systems in place to support the service.

Assessment and personal planning should reflect people's needs, outcomes and wishes. We had sight of one support plan which had been prepared but where the person did not in the end access the service. This set out how their needs should be met as well as their choices and wishes. As a result, records should support communication and guide staff practice.

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?	3 - Adequate
1.3 People's health and wellbeing benefits from their care and support	3 - Adequate
How good is our leadership?	3 - Adequate
2.2 Quality assurance and improvement is led well	3 - Adequate
How good is our staff team?	3 - Adequate
3.1 Staff have been recruited well	3 - Adequate
How well is our care and support planned?	3 - Adequate
5.1 Assessment and personal planning reflects people's outcomes and wishes	3 - Adequate

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