

Tailor Maid Homecare Housing Support Service

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Type of inspection:
Unannounced

Completed on:
22 May 2025

Service provided by:
Tailor Maid Homecare Ltd.

Service provider number:
SP2010010906

Service no:
CS2010273048

About the service

Tailor Maid Homecare is a family owned business registered to provide care at home and housing support to adults living in their own homes with various care needs; including physical disability, and dementia. Support is provided to people living in their own homes across East Renfrewshire.

Sixty four people were receiving support from the service at the time of our inspection.

About the inspection

This was an unannounced inspection which took place from 15-18 May 2025 between 10.15 and 18:45 hours. 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:

- visited with 10 people supported by the service and spoke to four family members;
- spoke with 12 staff and management;
- received feedback from pre-inspection questionnaires from eight staff, eight family members and two health professionals;
- observed practice and daily life; and
- reviewed documents.

Key messages

- People benefited from care and support from staff who are kind, compassionate, well-trained and responsive.
- People's visits were timely, well organised and considered their choices and wishes.
- Meaningful personal plans clearly set out how to support people's health, welfare and safety needs.
- Strong values were evident throughout all aspects of the service.
- Staff worked well together and built strong relationships with people and their families.

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
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.

People experienced warmth, kindness and compassion in how they were supported and cared for. People told us they were respected and listened to because their wishes and preferences were used to shape how they were supported at home. One person said, "They treat me beautifully and they help me to stay on track," and another told us, "We are valued and cared for by Tailor Maid and got our life back since starting. They arrive promptly and help me with daily routine."

People experienced support that promotes their identity, independence, dignity, privacy and choice. During the visits this was evident that staff knew people well and valued people's choices. The care and support they wanted, was based on their assessed needs and outcomes. We heard how people were supported with personal care, trips out, cooking and companionship in general. People and/or their families felt fully involved in all aspects. Medication support was managed well and respectful of people's needs and preferences. Electronic recording was completed to a high standard.

The service continued to uphold strong values based on the Care Inspectorate's 'Care About Physical Activity' (CAPA) initiative. People were encouraged at every visit to be as active as possible in a way that was meaningful to them. This enabled people to be as independent as possible, while enhancing their health and wellbeing.

People felt reassured because they always knew who was coming to provide their care and support, and when to expect them. When their service was provided for the first time, people were confident that all the necessary information had been shared, time taken to meet staff and for staff to get to know the person and what's important to them. This enabled the service to get off to a successful start.

People could be assured that senior staff were approachable and easy to contact should they need any changes to the agreed service. One person told us, "Staff come on time, I could phone the office if needed but to be honest have had no need," while another said, "I feel very fortunate that such a lovely and caring group of people are there to support mum when I can't be there. Tailor Made are a well organised and reactive organisation and I have nothing but praise for them."

Referrals were made to a wide-range of health professionals when this was needed. People were enabled to have control of their own health and wellbeing through access to necessary technology and other specialist equipment. This included moving and handling and pressure relieving equipment. This meant people could remain at home, confident they were receiving the necessary support.

How good is our staff team?

5 - Very Good

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

Staff were clear about their roles and responsibilities and the addition of any new staff was well planned to ensure that outcomes for people remained very good. Induction and ongoing learning and development for staff was of a high standard.

People using the service and staff benefited from a warm atmosphere because there were strong working relationships across the whole service. There was effective communication between staff, with opportunities for discussion about their work and how best to improve outcomes for people. Regular staff briefings and newsletters contain a wide range of helpful information which ensures people have the right level of information at the right time.

People spoke very positively about the staff saying, "Always approachable," and "Mum was reluctant to accept help but the staff have made this transition so much easier and the kindness shown is greatly appreciated."

Staffing arrangements were well managed and visit schedules planned in advance. We saw staff take the time with people to complete tasks, but then use any remaining time to support meaningful connection. Someone said, "All staff are so nice, they're very good, they give me time and they stay chat with me when I'm alone all day, it's nice that I get the time and I really appreciate that."

Staff work across four smaller teams each with the support of a supervisor. On-call arrangements were supportive and staff told us they could receive support or advice when needed which they valued. We saw any changes staff reported in people's health, wellbeing or circumstances being actioned promptly. This meant people can have confidence in the staff and systems which support positive outcomes. We were told, "The supervisor comes out every few months to see how we are but we are happy, it's a difficult thing to programme staff with all the rotas but they do this well."

How well is our care and support planned?

5 - Very Good

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

People benefited from personal planning that consistently informed all aspects of the care and support they needed. The service uses an electronic system 'Birdie,' which staff were confident in using. People and, where relevant, their families, were fully involved in developing their personal plans. Access could be arranged for people to view 'Birdie' if this is what they wanted. This meant families had an opportunity to be fully involved and kept up-to-date with what was happening.

Personal plans were well written and contained helpful information that was important to people. Overall personal planning and assessments contained up-to-date information with only a few minor areas needing closer attention. Following six-month reviews plans were fully audited so would identify any other changes. The service demonstrated strong leadership and had embedded quality assurance and improvement processes to ensure records were of high quality.

Personal planning had an enabling approach which maximised people's capacity and ability to make choices. This values people as individuals and encourages them to be as independent as possible. This includes the potential for people to reduce the support they receive or change how it is provided. Someone said, "Tailor Maid has been a fantastic service provider and I couldn't imagine life without them. The review of the care plan after six months allowed me to discuss and improve the service with additional daily visits." We saw examples where people's current social or companionship visits were changed to accommodate their changing needs.

Although we were confident that people were experiencing positive outcomes, we found it difficult to identify in personal plans what people's outcomes were based on their aspirations and wishes. The service was looking at ways to incorporate this into their six-month review which would support this and give people opportunities to develop a sense of achievement.

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
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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