

Community Care Choice Housing Support Service

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Type of inspection:
Unannounced

Completed on:
24 April 2025

Service provided by:
Community Care Choice Ltd

Service provider number:
SP2005007220

Service no:
CS2005088402

About the service

Community Care Choice provides a combined housing support and care at home service to vulnerable people in their own homes and in the community, predominantly on the south side of Glasgow. The provider is Community Care Choice Ltd.

The service provides personal and domestic support to enable people to remain in their own homes, including 24-hour care, escorting, personal care, shopping and befriending.

The service states that its purpose is to actively promote the total well-being of those receiving care in order that they lead as fulfilled a life as possible.

Support is provided to individuals by carers who are supported by the care manager. At the time of the inspection, 102 people were being supported.

About the inspection

This was an unannounced inspection which took place between 16 April and 24 April 2025. 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, registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year.

To inform our evaluation we:

- spoke with 10 people using the service and five of their family members
- spoke with 10 staff and the management team
- 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.
- Support was provided by a stable and consistent staff team.
- A strength of the service was the willingness to listen and respond to peoples' ideas and aspirations and work in partnership with people to achieve these.
- Staff demonstrated a shared value-base and commitment to people, through their approaches and interactions.
- The service was well managed by a management team who had had effective oversight of peoples' care arrangements.

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

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 and external agencies to achieve the best outcomes for people. Staff sensitively and effectively supported people to attend important appointments for treatments. People told us that this support made this a better experience.

Personal plans were person-centred and respectfully written. They contained the right amount of information and detail, to enable staff to provide support to meet peoples' needs and aspirations. A person receiving care had devised their own care plan format, which was more accessible and meaningful for them. The service was using this example to improve the accessibility of information for other people receiving care. This was a positive example of the service learning from the people they support.

The genuine and trusting relationships that staff had with people meant that people felt comfortable in making their needs known. We saw an example where someone was worried and upset. Staff responded sensitively, demonstrating empathy and compassion, and supported them to share their problem and work towards a resolution. Another person told us that their trust had been broken in the past, however they now felt safe and trusted their staff team. There was a holistic approach to people achieving the best outcomes.

Comments from people included:

"An all-round approach to care."

"Champions."

"Sweet as a nut- wouldn't change anything."

"I wouldn't be here without them."

Staff tailored people's care arrangements to their needs and wishes. Feedback from people and their families was consistently positive. A strength of the service was the willingness to listen and respond to peoples' ideas and aspirations and work in partnership with people to achieve these. This helped people to feel valued.

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

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

Medication systems were well managed, and staff received regular training, refreshers and practice support, to ensure that they had the appropriate skills and competence. This helped to keep people safe.

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.

Support was provided by a stable and consistent staff team. People told us that they knew and liked their teams, and that they knew who was supporting them. Any unplanned changes were communicated effectively, and in a way that minimised any potential stress and distress for the person. Staff worked well together to ensure continuity of care.

Staff we met were welcoming, motivated and enthusiastic, and told us that they felt well supported by the management team and their colleagues. Staff told us that the management team were approachable, and accessible, and able to support both with professional development and with personal issues. Staff demonstrated a shared value-base and commitment to people, through their approaches and interactions. Staff received regular support and supervision which encouraged their reflection and professional development. This helped staff to feel valued and confident in their role.

Staff were flexible in their approach, and support was delivered in a creative and dynamic way. We saw an example of someone who was feeling poorly and needed to change their planned day. Support was reorganised at short notice to ensure that the persons' needs were met.

Family members said "they (staff) care about me too, they don't have to but they do" and that "they (staff) always ask how I am as well".

There was a robust induction process. Shadow shifts were completed with a member of experienced staff, and observations of practice were being carried out by the quality manager, a recently created post within the organisation. There was an open and supportive culture, and staff could ask for further shadow shifts if this was needed.

There was an effective training system in place. Staff had a range of learning opportunities via online and face to face practice-based training. Previously this had involved liaising with other specialist organisations such as the RNIB. Staff we spoke with told us that the training they received helped them in their role. Staff were observed to take pride in their work.

Fellow professionals described the service as having effective communication and strong caring values. Safer recruitment guidance was followed, and regular SSSC registration checks were made. The interview process was values and practice based. A dedicated HR manager had effective oversight of staff recruitment. This meant that people could be assured that their staff had been safely employed.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

Where a person experiencing care has a specific need all staff supporting them should receive training in the area of need to ensure that consistent care is provided. This will help the person have confidence in staff supporting them.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I have confidence in people because they are trained, competent and skilled' (HSCS 3.14).

This area for improvement was made on 25 April 2019.

This area for improvement was made on 25 June 2019.

Action taken since then

The service had reviewed their training system. Most mandatory training was provided online, and certain practice-based face to face sessions had taken place. The management team have an effective overview of staff development.

Visual impairment training had been carried out and was delivered by an external organisation.

This area for improvement had been met.

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

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