

# Real Care Agency Housing Support Service

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**Type of inspection:**

Announced (short notice)

**Completed on:**

1 August 2018

**Service provided by:**

Real Care Agency Ltd

**Service provider number:**

SP2004005813

**Service no:**

CS2004080095

## About the service

Real Care agency is a service, which provides care at home, and housing support services to people who live in their own homes. The service supports people who have a wide range of support needs.

The service aims "to provide high quality care to help support people who live at home for as long as possible and is their wish to do so".

The service is based in premises in the 'Village' area of East Kilbride, South Lanarkshire.

## What people told us

As part of our inspection we spoke with supported individuals and their relatives through face to face meetings, customer satisfaction questionnaires and telephone interviews. The feedback we received included the following comments.

"The care I receive from all the carers is excellent. All the girls go over and above to help me"

"I have complete confidence in the staff and have an excellent relationship, which is essential"

"very happy, all very good"

"Real care send familiar staff, this is important so as not to confuse me. Staff know me and my needs"

"care plans need updated as things change, new staff need to be introduced and shown the method that is suitable to the person"

"I do not like two new starts together, which happens occasionally"

We sent 54 care standard questionnaires to people who use the service, 15 completed questionnaires were returned prior to the inspection. Five individuals agreed and 10 strongly agreed with the statement: Overall, I am happy with the quality of care and support this service gives me.

Six individuals disagreed with the statement "my needs and preferences have been detailed in the personal plan" and four individuals stated they did not know.

## Self assessment

We did not request a completed self assessment as part of the inspection process. Instead we discussed and assessed the progress of the service using their own improvement/development plan, as part of their internal quality assurance.

See the body of the report for improvements identified.

## From this inspection we graded this service as:

**Quality of care and support**

5 - Very Good

Quality of staffing	not assessed
Quality of management and leadership	4 - Good

## What the service does well

Personal plans should give clear direction about how to deliver each persons care and support, along with details of personal interests and preferences. This is important as it ensures that care is provided according to the needs and wishes of the individual.

We looked at the personal plans of individuals who received a large level of care from the service and found that they were well written. People appeared very involved in providing key information, to inform their plans. Information was detailed about the type of support people needed and how this was to be provided.

Outcomes for individuals were a key part of the assessment process, with individual goals identified and supported.

We saw evidence that there was regular consultation with individuals who received a service, carers, relatives and staff. We found that the service had taken forward concerns/requests and evaluated the responses that they had received, we felt this was a good example of the providers commitment to the on-going improvement of the service.

It is important that staff are recruited safely. This ensures that risks to vulnerable people who receive support are reduced. We found that necessary recruitment checks, such as PVG (Protection of Vulnerable Groups) checks and two suitable references had been received, prior to a staff member starting employment.

Individuals who receive care should feel confident that the staff who support them are well trained, competent and responsible. We found that training within the service was on-going. The provider had ensured that staff received both face to face training and e-learning, which staff could access in their own time.

Supervision should be provided to staff to offer regular and effective support. Reflective supervision had commenced within the service and we were shown examples of this that we felt was outstanding. The service should continue with this to develop and improve staff performance.

## What the service could do better

We found that individuals who received a smaller service had personal plans with limited information, even when a risk had been identified. We discussed with the provider that personal plans should be further developed to include risk assessments or intervention required.  
(see recommendation 1)

Although there was record of training undertaken by staff we found gaps in the records which would indicate that some staff had not been attending training when required. We spoke with the provider regarding that and they agreed to begin rectifying this promptly.  
(see recommendation 2)

People receiving support should be actively involved in deciding how services are delivered and reviewing their impact on their lives. This ensures they receive supports that are relevant to their outcomes. We found that the

service was not always carrying out reviews with individuals present. We spoke with the provider during the inspection who agreed to rectify this.  
(see recommendation 3)

We found that some incidents had been recorded where the Care Inspectorate had not been notified. We referred the provider to the notification guidance and advised of when we should be notified about concerns regarding supported individuals.

The service should continue to develop their quality assurance systems, to ensure consistency and drive forward improvement across the service.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 3

1. The provider should further develop the care plans and associated assessments for individuals who receive a service in order that they clearly identify individual health care needs and have plans of care that respond appropriately to these.

This is in order to ensure that care and support is consistent with the Health and Social Care Standard 2.23 which states "I am fully involved in all decisions about my care and support" and the Health and Social Care Standard 4.11 "I have confidence in the organisation providing my care and support"

2. In order to ensure staff are well trained and competent in their roles, the provider should carry out a training needs analysis of staff and implement an individual training and learning programme for staff.

This is in order to ensure that care and support is consistent with the Health and Social Care Standard 3.14 which states; "I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes"

3. The provider should ensure that, when a care plan is reviewed, the individual who receives care or a representative is present to discuss the ongoing plan of care, any changes or concerns.

This is in order to ensure that care and support is consistent with the Health and Social Care Standard 2.23 which states "I am fully involved in all decisions about my care and support" and the Health and Social Care Standard 4.11 "I have confidence in the organisation providing my care and support"

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Inspection and grading history

Date	Type	Gradings
24 Apr 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
18 Apr 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
15 Apr 2015	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 5 - Very good Management and leadership 4 - Good
23 Jun 2014	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 5 - Very good Management and leadership 4 - Good
24 Aug 2012	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
21 Jul 2011	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 3 - Adequate
5 Nov 2010	Announced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 3 - Adequate
15 Sep 2009	Announced	Care and support 4 - Good Environment Not assessed Staffing 3 - Adequate

Date	Type	Gradings	
		Management and leadership	4 - Good
28 Nov 2008	Announced	Care and support Environment Staffing Management and leadership	3 - Adequate Not assessed 3 - Adequate 3 - Adequate

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