

Tailor Maid Homecare Housing Support Service

Unit 1, Spiersbridge Way
Thornliebank
Glasgow
G46 8NG

Telephone: 0141 638 6622

Type of inspection: Announced (short notice)
Inspection completed on: 24 February 2017

Service provided by:
Tailor Maid Homecare Ltd.

Service provider number:
SP2010010906

Care service number:
CS2010273048

About the service

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011. The service provider is Tailor Maid Homecare Ltd.

Tailor Maid Homecare is registered to provide support to adults living in their own homes. The service was providing care and support to approximately 40 people at the time of our inspection.

The service 'firmly believes that home care offers a realistic opportunity for many people who require care to remain living in their own homes. It is our goal to ensure that those people who choose to take this option should receive the maximum information and support to enable them to lead their lives as independently as possible, in comfort and safety.'

What people told us

We spoke to two people who were using the service and three relatives of people using the service. They were extremely positive about the service. Their comments included:

'Top class quality of care.'

'I think they are excellent, I couldn't do without them. The staff are so good and caring. They always come when expected and they never send a stranger to me, always someone I know. I feel very lucky to have the kind of support I have from them.'

'The support has been excellent. I can't speak highly enough of them. They are very well trained, very kind and very respectful. They always deliver, and there is good consistency of staff which we appreciate.'

'I feel they communicate really well, they ask for my opinion about how things are going and if they can get any better, but I don't think this service could be any better.'

Self assessment

We received a fully completed self assessment from the provider prior to the inspection. We were impressed with the way the provider had completed this and with the relevant information included for each heading that we grade services under.

The self assessment had been completed to a very high standard. The provider identified what they thought they did well and any areas for improvement. The provider included relevant examples and evidence to support their assessment and showed how service users and staff were involved in the assessment and development of the service.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

What the service does well

People had a range of opportunities to get involved in improving the service. This included surveys, reviews, newsletters and carer observations. We saw that the service actively promoted the involvement of service users and relatives in assessing the quality of the service, including in the recruitment of staff. This helped people who used the service be at the centre of it and determine how it developed.

We found there were some excellent examples of outcomes for service users. These included people experiencing improved physical health and wellbeing through high standards of care and compassion, maintaining social links with friends and groups, maintaining their homes well, and being able to remain at home during terminal illness, where this was their wish. We found that the service worked in a professional and effective way in ensuring liaison with other agencies to help meet people's needs and aspirations.

Communication about people's needs was excellent. We saw that the management team worked effectively in sharing information relating to people's needs and the timing of visits with care staff. This meant that people received a reliable and appropriate service, and staff were confident that when they went to visit someone they knew what they were expected to achieve.

The care staff were consistent and familiar to service users. The service worked hard to ensure that when new staff started they were always introduced to people and had the opportunity to shadow experienced carers on at least two occasions before being asked to provide direct care. People we spoke to described this as a strength of the service, and felt that they were supported by staff who were well matched to their likes and personality.

The service was making progress in promoting the use of music therapy for people with dementia, and was looking at opportunities to explore the spiritual needs of service users through a specialist agency. We felt that this development could enhance the quality of life for people using the service and demonstrated how the service excelled in its field.

Staff were very motivated and enthusiastic about their work. Staff worked in a very respectful and caring way with people. We were impressed with the values staff displayed. The staff worked hard to promote people's independence and ensure they were able to access and benefit from meaningful activities that they enjoyed.

There were very good development opportunities for staff including training representative roles and delegated duties around key areas of responsibility. This contributed to helping staff progression and we noted that staff in more senior roles had been promoted from within the service. This meant that there was a very good level of consistency amongst the staff team.

What the service could do better

We advised the provider that the terms and conditions information that was given to service users should be updated to reflect the name of Care Inspectorate and appropriate contact details. We referred the manager to the Scottish Public Service Ombudsman's Guidance on a Model Complaints Handling Procedure in relation to updating their timescales for carrying out complaints investigations.

The service should provide training to staff around Adult Support and Protection. This could be offered as part of induction training and refresher updates provided periodically. We noted that in one recent incident report there was a potential adult protection issue. Upon further discussion with the manager we were satisfied that no further action was in fact needed, however the report did not demonstrate that adult protection had been considered. The manager could look to update the incident report document to include this.

We advised the management that the local authority may be able to provide training to staff on Adult Support and Protection.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com

Inspection and grading history

Date	Type	Gradings
8 Dec 2015	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
13 Jan 2015	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
27 Jan 2014	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
9 Nov 2012	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
3 Jun 2011	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good

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