

Tailor Maid Homecare Housing Support Service

Unit 1, Spiersbridge Way
Thornliebank
Glasgow
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Telephone: 0141 638 6622

Type of inspection: Unannounced
Inspection completed on: 28 March 2018

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 with various care needs.

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

Comments received included:

"I cannot complain about one thing, the staff are amazing"

"The girls are fantastic and so reliable"

"I know them well and they know me"

"I don't know what I would do without them, they make me lunch and do the dishes and then we have chats"

"I look forward to them coming in".

Self assessment

The service was not required to complete a self assessment for this inspection year.

From this inspection we graded this service as:

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

What the service does well

The service has an excellent structure within their office base made up of individual roles which focus on particular areas of the service. The staff are well trained with relevant expertise in their roles adding to good performance outcomes. The staff work within one office which offers a very good communication platform and this is also reaches out to support staff and people using the service.

We looked at care plans that were written in a very person focussed way and offered detailed information about the person's outcomes and needs. We also saw the person specification of what kind of worker the person would like to support them within their plan. This ensured good matches of staff to people using the service.

We spoke to people who use the service and they were all very happy stating that staff were amazing and excellent. They told us they knew the staff very well and had worked with them for a long time which offered familiarity and security.

The manager knew all the people supported and they also knew of her due to the manager visiting regularly to ask how they were doing and ask their opinion on the service. They found this reassuring and they felt part of a bigger family.

The service does not take on a new service user if they assess that the person requires more time than what was allocated by the local authority. This was evidenced by the contracts we looked at which were mostly one hour or over. This meant that people were not rushed or feeling like the staff were in a hurry.

Staff prepared home made meals which people had chosen. Independence was promoted by supporting people's involvement in the preparation and cooking of the meals. This helped to maintain people's confidence and offered stimulation of people's senses.

People's health care needs were responded to effectively and the manager had introduced food and fluid charts to have some record of how people's hydration and food intake was being monitored. Staff had input on palliative care which prepared and skilled up staff practice for people who required this support.

We noted from what staff and people told us that communication was excellent throughout the service which offered a golden thread which ran throughout the service keeping all informed and up to date.

Staff told us they had plenty of time to get from one service to another and that the provider paid for their travel time in between services. This contributed to good morale amongst the team. We also spoke to staff who appeared very committed and prided themselves on working to a high standard.

We found that staff training was excellent and that the management team were very forward thinking in researching and delivering relevant training such as Duty of Candour, CAPA (Care about Physical Activity), 5 Pillars and post Diagnostic support for people who experience Dementia. This meant that the staff were knowledgeable in best practice indicators and people received better outcomes.

It was clear to see that the service used various ways of gaining feedback from people and were responsive in improving any area which required it. All the feedback we read about was overwhelming positive.

Various quality assurance processes were in place and carried out regularly by various staff in the office. This demonstrated that the service had a robust monitoring system in place. However we discussed how they could improve in this area.

We looked at safe recruitment of staff and we found that overall the provider followed best practice guidelines.

What the service could do better

The service could improve the collation and analysis of the survey responses they receive to ensure that the process is more meaningful to the views expressed and clear actions resulting from this.

We advised the manager on how they could improve the recording process during the staff recruitment process.

Furthermore we advised that interview questions could be improved to encourage more in depth and competency based answers. This would demonstrate a better understanding of the person's knowledge and understanding.

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
24 Feb 2017	Announced (short notice)	Care and support 6 - Excellent Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
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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