

Cosgrove Care - Home Care Service Housing Support Service

Walton Community Care Centre
May Terrace
Giffnock
Glasgow
G46 6LD

Telephone: 0141 620 2500

Type of inspection:

Unannounced

Completed on:

11 July 2018

Service provided by:

Cosgrove Care

Service provider number:

SP2003002854

Service no:

CS2003054090

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services can be found on our website at www.careinspectorate.com

The service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Cosgrove Care provides a service to 31 adults and older people who need support related to their learning disability, physical disability or mental health needs. Support is provided in the person's own home or their local community. Support is available over a 24 hour period and is provided to people who live in East Renfrewshire and surrounding areas.

Staff and more than 60 volunteers ensure a very good quality of support is provided to people who need this. The service state: 'Our mission is to support you to be you. We aim to provide the right support at the right time to everyone who needs it. The support we provide is as individual as you and your family.'

What people told us

At the time of this inspection the service supported 31 people. We met four people receiving support and spoke with five family members. We received eight responses to our postal survey. People were very satisfied with the supports they received from Cosgrove Care. They and their families told us the service was flexible and centred on the person as an individual. Comments included:

'I am happy with all aspects of my day and care support.'

'He is very well looked after and is happy. He has a great team who understand him well. He enjoys the many activities.'

'He has wonderful care and is supported to live a full and active life despite his disability. I cannot speak highly enough of Cosgrove Care.'

'He has three workers who are patient and listen to his views. They also support him make choices.'

'Cosgrove are providing an excellent service for my brother and also for his family. They keep us updated, arrange meetings and outings so that we can keep in touch with him and phone or email when something needs to be discussed.'

Self assessment

The Care Inspectorate has not asked for a self-assessment in this inspection year.

From this inspection we graded this service as:

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

What the service does well

People who have complex physical, health and social needs were very well supported to spend their time in ways that benefitted them and made a positive difference to their lives. Relatives confirmed that people were stimulated and challenged in line with their abilities and interests. People were supported to do things that they enjoy and that were important to them. There was a good programme of individual activities which promote inclusion by active and meaningful involvement in communities. One family told us: 'They keep him actively involved in what is going on.'

Relatives told us the service played an important role in their lives too because it was flexible and adaptable. For example, when families requested changes or additional assistance the service was helpful and accommodated this. Families were confident that their loved ones were safe and secure when supported by Cosgrove Care. One said: 'Very happy, staff are all lovely. He's always happy.'

Families and people described very positive relationships with staff and volunteers who they generally knew very well. People described staff as caring, respectful and familiar with support needs. We found staff were knowledgeable, warm and friendly. One family said: 'They are patient and listen to his views. They also support him to make choices.'

The service appeared to listen to the views of people and their families. Reviews encouraged people to express their views and the consistent staff teams held person-specific meetings to ensure expressed needs were met. There was good evidence of people having choice and the opportunity to influence decision-making.

We saw that staff had good insight into health needs and met these by working closely with key health professionals to ensure good outcomes. For example, staff and management were knowledgeable about specialist needs. The service was accredited by the National Autistic Society which recognised that they follow good practice in this area of their work. A health professional told us the service strive to ensure people achieve realistic outcomes. Another said: 'They provide a quality, flexible service which in turn allows the person they support to continue to live within the community.'

There was generally good practice when people required support with medication to maintain their health. All staff completed medication training developed by the Scottish Social Services Council to improve their knowledge, understanding and practice.

Managers were committed to finding new ways to improve their services. We saw evidence of planning that aimed to develop existing resources and meet future challenges. The service was working to improve support plans by making them more focussed and concise. Most support plans gave a good sense of people as individuals and documented their experiences, preferences and aspirations. A culture of continuous improvement was evident.

What the service could do better

Cosgrove Care support people with "as required" medicine in addition to regular medications. Although some "as required" medications had good protocols or guidance on their use, others did not. The service should review their practice to ensure a consistent approach and keep people well.

We found examples when the service did not fully follow their own policies about recruitment. They should review their practice to keep people safe.

New Health and Social Care Standards came into effect in July 2017. They make clear what people can expect when using care services and aim to improve outcomes for everyone. Cosgrove Care demonstrated innovative ways they have started to make some staff familiar with these standards. They assured us that this will continue and will apply to all staff in the near future.

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
21 Apr 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
20 May 2015	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
29 May 2014	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good

Date	Type	Gradings	
11 Apr 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good
20 Apr 2012	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good
19 Oct 2011	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed 2 - Weak
25 Oct 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed Not assessed
9 Mar 2010	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 5 - Very good 4 - Good
12 Mar 2009	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 3 - Adequate

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