

Cosgrove Care - Home Care Service Support Service

Walton Community Care Centre
May Terrace
Giffnock
Glasgow
G46 6LD

Telephone: 0141 650 2500

Type of inspection:
Unannounced

Completed on:
11 July 2018

Service provided by:
Cosgrove Care

Service provider number:
SP2003002854

Service no:
CS2004075069

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 Home Care provides a broad range of services to both adults and children. The support is individually tailored to suit people's needs and is delivered both in people's own homes and in the community. Planned support was also delivered, in group activities, at the service's premises in Giffnock. Some people were provided with support through adult outreach services.

The service supports adults who have needs related to their physical or learning disability or mental health issues. Care and support was also provided to children, young people and their families. A transition service, which supports children moving towards adulthood, provides young people with appropriate planning and support.

Recently Cosgrove Care began providing a service to, mainly, older people in their own homes. This service operates in North Lanarkshire and includes support with personal care and practical assistance which helps people to remain in their own home.

In addition to paid staff, more than 60 volunteers add value to the support provided by the service.

Cosgrove Care's mission statement states: '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 our inspection, the service supported about 120 adults and approximately 80 children and young people. We met with four families of people supported by the adult outreach service. We visited four older people who receive care at home. People were very satisfied with the supports they received from Cosgrove Care. Comments from them and family members included:

'Very satisfied with service.'

'They have more time to spend with me. I have no complaints.'

'Happy with staff and service.'

'They treat her very well and listen to her. The family can relax.'

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

We found this was a very diverse service that supported people of various abilities, ages and interests. People who used the service were achieving very good outcomes. Staff appeared skilled at supporting people, including those with complex needs, because they took time to talk to people and encouraged choices in a person-centred way. People were supported to identify personal goals that were meaningful to them.

The service placed a high value on treating people as individuals and on respecting their wishes, likes and dislikes. People confirmed that they were very satisfied with the quality of support received. For example, people told us the service enabled them to use their support time in ways they want.

It is important that people are supported to do things that they enjoy and that are important to them. We found some very good examples of the service supporting people to stay connected with their community and assisting them to do things they like. For instance, a regular yoga class takes place outside when the weather allows and staff support people to participate in a range of ways they want, including simply watching others or being very active. People got the most out of life because they were supported with this enabling approach.

We found very good examples of positive outcomes for people. For example the transfer of care at home support from another service to Cosgrove Care had initially resulted in people feeling unhappy. However the transfer was successful and opinions changed. One person said: 'I was unhappy about moving from the council, but they are reliable and I have no complaints.'

The service was reliable and consistent and people were supported by a committed staff group who they knew well. This reliable and consistent approach helped people feel confident and respected and people who use the service were relaxed and comfortable with staff. People said that the support they received was not rushed and the service was very good at accommodating their preferences. A person said: 'They take time with me.'

A strong value-base was evident in the positive relationships between staff and people who use the service. Staff were warm, caring and treated people with respect. The adult outreach service made use of trained volunteers to support good outcomes for people. The care at home service plan to use volunteers in the future to improve outcomes for people. This will include befriending people and helping them be active in their communities.

Families told us they were kept informed and felt listened to when discussing outcomes for people. They said the service was flexible, for instance, about changing times to accommodate family events.

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Most support plans were up to date and well written. They provided good guidance to staff about what matters to people and about what people want and need.

What the service could do better

The service was supporting people to achieve very good outcomes in practice. However these were not clearly recorded in the support plans in one location, the care at home service. The service was aware of the need to improve these support plans. Managers intend to personalise support plans to include older people's experiences, preferences, aspirations and outcomes. This development would ensure consistency throughout the service.

We found some examples where policies about recruitment were not fully followed. The manager should review practice to keep people safe.

New Health and Social Care Standards were published 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
19 Apr 2017	Unannounced	Care and support Environment Staffing Management and leadership

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

Inspection report

Date	Type	Gradings

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