

Clayton Care Limited Support Service

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Telephone: 0131 629 0030

Type of inspection:

Announced (short notice)

Completed on:

16 November 2018

Service provided by:

Clayton Care Limited

Service provider number:

SP2010011215

Service no:

CS2010274459

About the service

Clayton Care Limited is registered to provide a care at home service to people in their own homes and in the wider community. The service has experience in supporting people with learning or physical disabilities and mental health issues.

The service is led by the managing director, and delivered by the manager, four senior support workers and a team of 24 support workers. At the time of this inspection, the service was supporting 38 people, ranging from just a few hours per week to 24 hour care.

The service provider's aims and objectives include:

'At Clayton Care we want to raise the bar in providing care and making a difference to people's lives and supporting them to realise their potential and share in their achievements. I am passionate about care and intend to build a company that thrives on quality and maintains the highest possible standards whilst providing quality care and support for all and enabling families to be families.'

What people told us

During this inspection, we spoke with nine people receiving support. We also received seven completed questionnaires some completed by relatives or staff on behalf of service users. The feedback was consistently positive.

People confirmed that the service supported their independence, that they chose how to spend their support time and that their ideas were listened to. People told us the staff were helpful and they liked young staff, staff who were fun and who drove.

Comments from **people receiving support** included:

"It's fantastic. My parents think so too."

"I go swimming, play pool and table tennis."

"All the things I do are what I want to do and my ideas."

"The service helps me to go on weekly walks and other outings, going to concerts."

"I have one to one support and feel I am cared for."

"I get given a questionnaire on how I feel, but if there is a problem it will be handled."

"I would raise any concerns by telling my support worker."

"I feel safe as they know how to care for me."

"I have not been unhappy about my service."

"Clayton Care are caring and helpful."

"If I have a complaint, I would text my keyworker and ask to speak to him."

"My support plan is in the house for the team to refer to, it is updated regularly."

"Support has enabled me to move out of home and into my own flat. It also helps with day to day living, activities, socialising and so on."

"The service means I can have my own home and move out of my parents home."

"I love my support. My support worker is worth his weight in gold. He really is."

"I like all the staff."

"The staff help me and are there for me."

"Staff treat me well and with respect."

"I am very confident about the staff."

"There are not a lot of staff changes, my keyworker only left to have her baby."

"The staff are always available as if I cancel because I am in hospital when I get out I can call the day beforehand and they make sure I have staff in place for the next morning."

"They never make me feel rushed in any way."

"I am happy with the guys and they have made a big difference to my life."

"I can trust staff supporting me. My new flat feels safe with staff."

"Staff know me very well, we can call a meeting at anytime, we also have our reviews, also I text or call staff anytime."

"One staff member could engage more."

"One staff was not for me - and they were changed."

"Staff communicate regularly through emails, phone calls, texts and meetings if required."

"Staff treat me with dignity, respect and sensitivity."

"Staff listen to me. Staff support me in my new flat. Staff help me with activities. I can talk to them."

"I get my rota in advance, it's not so good if the staff member changes."

"If I am unwell in my house or out and about I know staff are great at keeping me safe."

Comments from **relatives** included:

"The needs identified in his support plan are all being provided on a one to one basis by Clayton Care. They enable him to participate in activities that are important to him."

"The care plan is compiled by parents and carers. It is reviewed and adjustments are made accordingly to service users needs, care and support are needed daily, so a large support package is in place."

"He was very lonely and socially isolated before he got Self Directed Support. Now, to quote him, he says 'these buddies have made a big difference to my life'."

"We feel as a family our son is safe and in good hands. It is hard to know how safe he feels at any time."

"The service is flexible."

"Without this service, our son would not be living independently."

"Focus on keeping (person who uses the service) as independent as possible and giving him the time he needs."

"We know our son is encouraged to express his views. He definitely lets carers know when he's unhappy or wants something changed."

"He would ask to raise any concerns and we would contact Clayton Care."

"My sister and guardian speaks to the management team regularly."

"If we had a concern or complaint we would contact the keyworker or if necessary I would contact management."

"He hasn't been unhappy with any aspect of his service."

"Our son has been using this service for a good few years now. We have a good and honest relationship with the team. Any problems we feel we can approach appropriate members. We are listened to and action is taken promptly when needed. Most of all we are happy our son is comfortable, safe and happy with this service."

"I would like to confirm my previous satisfaction with the care provided by Clayton Care Agency. My relative no longer needs their service, but I would certainly recommend them to anyone looking for support for their loved one."

"They are very responsive."

"They are so flexible, arranging additional shifts quickly."

"Close contact between family, meetings and discussions are needed to keep service users safe, comfortable and independent."

"All staff stick to a strict routine that suits service users. We know staff are all qualified and are well vetted before being introduced into his daily life. We are confident in the staff and the director of the company."

"The buddies look after all his needs when he is out with them."

"All the staff at Clayton Care are all very experienced and are all caring and good at their job. I am very confident about the staff."

"They have always treated him with respect and dignity. They dealt with him with patience and humour. Recently the carer helped out when the main agency couldn't cover. The worker went out of his way to assist my relative and I honestly don't know what I would have done without his help. All of the Clayton Care staff have been exemplary in their capacity for caring for my relative and in communicating any concerns they may have about him to me. They always offered to go that extra step to provide support."

"He says they 'treat him with respect', the staff all seem very caring."

"He knows his care team very well, which is important to (him)."

"Staff respect and care for (person who uses the service) they keep him safe, as independent as possible and have fun with him."

"They appear to do their job very well but we don't know all the training they receive, but we do know a new person shadows an existing carer from time to time."

"There are staff changes, but that is the nature of the job but it doesn't affect (his) team too much."

"There are very few staff changes and any new faces have been introduced carefully."

"There aren't a lot of staff changes in the service, it is difficult for any changes to happen, but inevitable. This is usually discussed and introductions are done slowly with longer serving carers to help transition."

"Staff members have enough time to support and care for (person who uses the service) as he has 24 hour care, when he isn't attending his day service."

"Staff skills vary and training is in place for staff but I'm not sure about accessibility or regular updates, and so on."

We received positive comments from three professionals:

"Staff are always professional, committed and clearly dedicated to enabling the young person they work with. Currently they only work with us with one young person but the support of their staff is paramount to the young person continuing to integrate into our service and having the opportunity to fully participate in activities and experience positive interactions; we appreciate their team's experience and input. They work well with the young person and with their wider family, and liaise well with us too."

"I have been very impressed by this service. They have been strong advocates for the service user, identifying concerns about his longer term care needs and need for further planning and resource identification. They have demonstrated a sound knowledge in matters relating to welfare guardianship in relation to this person. They have always appeared skilled, knowledgeable and caring. The managers I have dealt with have proven to be available at any time I have attempted to contact and have agreed to meetings at very short notice."

"We have worked well together regarding one person, and Clayton Care have been instrumental in keeping contact with family members. They particularly worked flexibly to make sure they assisted a difficult transition

for the person. Most of our contact has been with the manager. He has been a great communicator, is very caring, and has a very positive relationship with the person."

Self assessment

We did not ask services to submit a self assessment for this inspection year. We discussed how the service has developed since the last inspection and how it plans to continue to develop. We suggested that managers could refer to the new Health and Social Care Standards to evaluate their service and plan for the future. We expect all services to have an improvement or development plan as part of their quality assurance. The new Standards are available at: <http://www.gov.scot/Resource/0052/00520693.pdf>

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of staffing	4 - Good
Quality of management and leadership	not assessed

What the service does well

People experienced high quality support and care that was right for them. The service provided an individual service where people were valued and their strengths were recognised. People had trust in the staff and the organisation and said the support from Clayton Care made a positive difference to their lives.

There were major strengths in supporting positive outcomes for people, such as: building confidence; moving to more independent living; learning to manage money and budget for purchases and save for special occasions; maintaining work placements; improving social skills and networks; getting out and about more; being more active and having fun; respite services that improved family relationships.

We saw staff interact with people with warmth, respect, gentleness and compassion.

Concerns, ideas and suggestions could be raised and people told us they could contact the director or manager about anything.

The service was responsive. Managers listened to what people wanted and adjusted their support accordingly. When changes in people's need were noticed, the service worked well with agencies to address these changes.

The quality of staffing had a significant positive impact on people's experiences and outcomes. People could be confident that staff were recruited safely. This ensured that the right staff were employed and people were protected. The service had worked hard to develop its mandatory training programme, so that staff had up to date knowledge which met people's needs.

People experienced a very good level of stability in who was supporting them. Staff were matched to and knew the people they supported very well. Managers were also well-known and in touch with people's lives and concerns.

Staff were motivated and felt supported in their role. They spoke positively about job satisfaction and it was clear they were proud of the service's approach and its achievement in supporting people to achieve their goals.

The management team was settled and working well together, complimenting each other's skills and experience. The service was keen to improve and develop, for example: engaging a company to assist with the development of policies and procedures; purchasing online training packages.

Around half of the staff team were now registered with the Scottish Social Services Council (SSSC) - the regulatory body for social service workers.

What the service could do better

Some improvements were needed to maximise wellbeing and ensure that people consistently have experiences and outcomes which are as positive as possible:

The service was supporting a small number of people with their personal finances. This practice needs to be underpinned by detailed procedures, in accordance with legislation and good practice. "If I need help managing my money and personal affairs, I am able to have as much control as possible and my interests are safeguarded" (HSCS 2.5). This should be prioritised.

People would benefit from more accessible, easy read information about their service, in particular support plans, rotas and information about making a complaint.

We advised on making improvements to support plans and directed the service to good practice guidance.

The service should improve its systems and oversight of staff registering with the SSSC. The service should also make plans for supporting staff to achieve a qualification in order to meet the conditions of their SSSC registration.

We discussed our expectation that managers record evidence of ongoing assessment of staff competence, one element of a previous requirement. This should link to individual supervision and each staff member's training and development plan.

We encouraged the service to make use of free training resources such as the SSSC Open Badges and good practice guidance on staff supervision.

We discussed some other improvements which could be made and the manager agreed to take action on all of the areas identified.

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 Sep 2017	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
2 Aug 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
1 Oct 2015	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
25 Nov 2014	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
2 Aug 2013	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
23 Aug 2012	Announced (short notice)	Care and support 3 - Adequate Environment Not assessed Staffing 3 - Adequate Management and leadership 2 - Weak
14 Mar 2012	Unannounced	Care and support 4 - Good

Date	Type	Gradings
		Environment Staffing Management and leadership
		Not assessed 3 - Adequate 4 - Good

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