

# Christies Care Ltd Support Service

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**Type of inspection:**

Unannounced

**Completed on:**

21 December 2018

**Service provided by:**

Christies Care Ltd

**Service provider number:**

SP2004007119

**Service no:**

CS2016350815

## About the service

This service registered with the Care Inspectorate on 28 June 2017. This is the first inspection since registering.

Christies Care Ltd provide a support service through live-in carers and personal assistants to people in their own home.

The office base for the service is in Suffolk and is led by the Registered Manager. They are supported by a Local Area Advisor, who has the responsibility of giving the direct support to the carers and being the contact person for the service users.

At the time of this inspection, there were two service users in Scotland using the service. As part of their registration, once there are five people using the service, the provider will operate an office base in Scotland.

The service aims and objective include:

'Christies Care Ltd aims to provide a consistently reliable and cost-effective live-in care service which exceeds the national minimum standards as set out by the Care Standards Act.

Whether you come to us via a local authority or as a private individual we promise to deliver the same standard of high quality care'.

## What people told us

People were positive about the support they received. Both were complimentary about the carers and about the service.

They felt fully involved in planning and making decisions about their support. They felt the staff took their views and wishes into account and adapted the service to suit their needs.

Comments included:

"We are very grateful for the service"

"Couldn't do without them"

"I always feel confident if I need to contact them. There is always someone there, even out of hours"

"The response from them when we contact them is great"

"Regular staff are great"

"I'm pleased with them"

"Having Christies has taken away some pressure"

"We had a meeting and this helped plan what support I needed".

People using the service and their relative/friend felt an increased team of regular staff throughout the year would be beneficial for consistency of care. This was an area Christies were planning on developing soon.

A relative/friend mentioned an area of care and support they felt could be improved for their relative/friend. We discussed this with the manager who planned to review this.

## Self assessment

We did not request a self-assessment this year. We discussed and considered the service's own development plan as part of this inspection.

## From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of staffing	4 - Good
Quality of management and leadership	4 - Good

## Quality of care and support

### Findings from the inspection

People should expect that their care and support meets their needs and is right for them.

People were well supported to maintain their skills, abilities and independence. They had been fully involved in developing and reviewing their support plan. This made sure people's views about their care and support was documented and enabled staff to provide the appropriate level of support to meet their needs.

Support plans provided a strong level of up to date person-led information and guidance on what the person could do for themselves and the level of support they required from staff. This supported staff in providing a suitable level of care and support for the person.

People were kept safe by staff taking appropriate actions following any accident or incident. This included reviewing risk assessments and updating support plans on any actions to take to prevent the accident or incident happening again.

There was a high level of satisfaction expressed by people about the care and support from staff and the service provided by Christies. They felt fully supported and consulted about any changes of developments with their care and support.

People were confident that their comments or suggestions were dealt with promptly. Any issues were responded to positively. This showed the service welcomed and valued people's views.

People were happy with the service, but felt it was now time for 'the next steps' in their support. They were keen to have an increased regular team of carers over the year. This would improve on consistency of their care and support. This was an area Christies were planning on reviewing and developing soon. We will follow up on this at the next inspection.

### Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 4 - good

## Quality of staffing

### Findings from the inspection

People should expect to have confidence in staff because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes.

Staff are provided with a range of training and development opportunities relevant to their role and people's health and support needs. The local area co-ordinator observes staff practice and confirms staff learning from any training provided. This makes sure staff have the necessary skills, knowledge and understanding for the work they do.

Staff provide a person-led service and people are fully involved in any decisions about their care and support.

There was a strong commitment from staff to the service and for the work they do. People spoke positively about the staff and the level of care and support they provide.

Staff were supported in their roles by regular supervision sessions and these were used to support staff in their roles, update them on any developments to the service and remind staff about the practice and standards expected by the service.

Appropriate practice was maintained in regard to staff recruitment and this ensured that staff were properly screened and checked. Staff had been previously recruited through the office base in England. There are some differences with recruiting staff to work in Scotland. This includes all staff having a Protection of Vulnerable Groups (PVG) scheme registration and staff being registered with the Scottish Social Services Council (SSSC). Both of these protect people using services and enable providers to confirm people are safe to carry out the role they are recruited for. The manager had plans in place to carry this out for newly recruited staff and to retrospectively carry this out for any existing staff who then work with people living in Scotland.

Staff are provided with a quality level of induction and spend two weeks at the provider's head office undertaking relevant training and information sessions.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 4 - good

## Quality of management and leadership

### Findings from the inspection

People should be confident that they use a service and organisation which are well led and managed.

The service effectively used a range of quality assurance approaches to help identify service strengths and respond to areas where people thought the service could improve.

There was suitable evidence of continuous service developments informed by feedback from people using the service and staff. This demonstrated that people's views were sought, valued and helped to inform the direction of the service.

There was a good level of leadership within the service which provided positive support and guidance for staff.

The service were keen to shape the support they provide around people's health and care needs, their choices and preferences.

People were confident that they would be fully involved in decisions about their care and support. They believed that any comments, suggestions or concerns would be acted on appropriately.

Christies are performing at a good level but show potential to develop into a very good service.

### Requirements

Number of requirements: 0

### Recommendations

Number of recommendations: 0

Grade: 4 - good

## What the service has done to meet any requirements we made at or since the last inspection

### Previous requirements

There are no outstanding requirements.

## What the service has done to meet any recommendations we made at or since the last inspection

### Previous recommendations

There are no outstanding recommendations.

### Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

### Enforcement

No enforcement action has been taken against this care service since the last inspection.

### Inspection and grading history

This service does not have any prior inspection history or grades.

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