

## Compcare Care at Home Support Service

21 Roman Road  
Bearsden  
Glasgow  
G61 2SR

Telephone: 0141 943 1018/1588

**Type of inspection:**

Unannounced

**Completed on:**

22 October 2018

**Service provided by:**

Independent Lifestyle Limited trading  
as Compcare

**Service provider number:**

SP2004004456

**Service no:**

CS2003054298

## About the service

The service was registered with the Care Inspectorate on 1 April 2011.

Compcare Care at Home is a small, privately owned business which offers support and care at home to older people and people with a disability. The company office is located in Bearsden, just off the High Street and services are currently provided throughout East Dunbartonshire and Glasgow.

The service provides 24 hour flexible support, tailored to the needs of each person.

The service's stated aim is: "to provide a range of services that help enable our clients to live as comfortably and independently as possible in their own homes"

At the time of inspection, 23 people accessed support.

## What people told us

We met three people who use the service and two of their relatives. In addition, nine people completed our Care Standards Questionnaire prior to the inspection.

Everyone who provided feedback was very positive about the service they received and praised staff and management.

The people we met emphasised the kindness and professionalism of staff. They told us staff was always reliable and responsive to carrying out any requested tasks. Comments included:

'Mum and I are delighted with the service provided by Compcare. Any suggestions we make are listened to and implemented. My mum looks forward to the carers coming in which makes my life a lot easier and that takes the burden off my shoulders making my time with mum more enjoyable'.

'Some of the carers are very committed to delivering excellent care and go over and beyond the expectation for care delivery'.

'My mother has benefitted enormously from the wonderful care and support offered by all Compcare carers. They are kind, efficient, knowledgeable and go out of their way to ensure that mum is happy and well cared for. Compcare staff have become great friends with mum. They chat to her and involve her in all that is going on. To me they are like an extended family with professional skills'.

'This is an excellent service. My husband and I feel part of the Compcare "family" and feel valued'.

'The support I get from Compcare is excellent'.

## Self assessment

A self assessment was not required for this year's inspection.

## 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

This is a well-established company, which has a stable workforce which offered continuity of service. This meant people were familiar with the staff and knew who was supporting them.

The provider had decided to stay relatively small in order to provide high standards of care. Care packages ranged from just a few hours per week through to 24 hour care. Good quality care and support was ensured as the service provided only offered care of no less than an hour per visit. This meant people had care and support that was meaningful to them because staff had the time to spend to meet people's needs.

People using the service and their relatives were highly complementary about the service and staff.

We found clear evidence that the service worked closely and effectively with families to tailor care to meet peoples changing needs. Two relatives told us:

'Mum has become poorly over the past six weeks and the care and compassion shown by all staff to both of us has been wonderful. I could not have kept mum at home without Compcare. I could not cope without them'.

'I have no doubt that without the care and support of the Compcare Team, she would definitely not have been able to remain as well as she is (relatively speaking) and remain at home in the surroundings that are familiar to her and she loves. From my point of view the team have helped me deal with all the challenges that dementia brings to ensure that my mother is comfortable, safe and content'.

We found evidence of a good responsive complaints process in place and robust monitoring of planned visits to ensure service quality. Annual medication training updates and direct observations ensued staff were competent to practice. Regular spot monitoring visits by management checked that care was delivered in line with best practice.

People benefitted from the training staff received, for example, dementia awareness training, continence management and end of life care. This meant that staff had the skills and knowledge to care for the people well. The service had joined the vegetarian for life movement to skill their staff in catering for people who were vegetarians or vegans.

Several people told us how the staff often go that extra mile and that the service's flexible approach to booked appointments was much appreciated. More than one person told us they felt like the company and staff was part of their family. They looked forward to their visits and received not just good care but a "good natter".

We were very impressed by the staff we met. They were very knowledgeable about the people they supported. Some staff had worked with people for a number of years and knew people very well.

Staff received regular supervision that supported them in their work and with their learning and development. We saw that prior to care reviews the whole staff team who worked with a particular person came together to discuss the care and support provided. In this way staff felt involved in developing care plans to support people remain at home.

A relative told us:

'My husband's carer (name of worker) who is employed by Compcare is absolutely first class! His personality, manner and the care he delivers is exemplary'.

## What the service could do better

We discussed with the manager how they might improve their care plans. The plans were bulky and at times not easy to follow. We suggested the plans might be shorter and only address the issues that were pertinent to each individual. We directed them to our HUB website to look at Helen Sanderson's one page profiles. The managers were proactive and had begun to look at improving the care plans during the inspection.

Both managers are part-time so we suggested the provider might make some additional time available to them to review all their care plans.

While all staff received dementia training we felt this should be delivered earlier in their induction programme. At present only staff who had received dementia training were matched to people living with dementia. However, we felt that all staff should have an early opportunity to undertake this training to help them spot any changes in a person's presentation.

The provider had developed a Business Improvement Plan which set the business goals for the forthcoming period. However, it was not service user outcome focused. We made suggestions as to how they could create a Service Development Plan to outline how they were meeting the new health and social care standards. Management were keen to take this idea forward and we will assess progress at our next inspection.

## 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](http://www.careinspectorate.com).

## Inspection and grading history

Date	Type	Gradings
1 Jun 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
24 Jun 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
27 May 2015	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
28 May 2014	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
28 Sep 2012	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
17 Aug 2011	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
14 Dec 2010	Announced	Care and support 5 - Very good

Date	Type	Gradings	
		Environment Staffing Management and leadership	Not assessed Not assessed 4 - Good
19 Jan 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 4 - Good Not assessed
12 Mar 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 3 - Adequate 4 - Good

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