

# Creative Homecare Support Service

Strathcarron Hospice  
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**Type of inspection:**  
Unannounced

**Completed on:**  
12 January 2024

**Service provided by:**  
Creative Home Care CIC

**Service provider number:**  
SP2019013424

**Service no:**  
CS2019378096

## About the service

Creative Homecare was registered with the Care Inspectorate on the 21 July 2020. It provides a Care at Home service to people living in the Stirling, Clackmannanshire, North Lanarkshire and Falkirk areas.

The service is currently supporting 58 people. The service is provided by a team of 28 permanent staff and the manager.

The aim of the service is:

"to create a much loved service that is synonymous with quality, that supports people to live well at home and provides vital income to support the future of Strathcarron Hospice. We will apply a creative approach to helping people to live well at home. The service will be flexible and centred on the needs and wishes of the client, offering privately funded support to enable people to live well at home."

The service aims to provide a care at home service which is centred on what is important to the person using the service and to provide a responsive service which is driven by their wishes.

## About the inspection

This was an unannounced inspection which took place on 9, 10 and 12 January 2024. The inspection was carried out by one inspector from the Care Inspectorate. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with seven people using the service and twelve of their relatives and friends.
- spoke with five staff and management.
- observed practice and interaction with service users.
- reviewed documents.

**Key messages**

- People were delighted with the service they received
- People felt in control of the support they received and could adapt it to their changing needs or choices
- People were very impressed with the flexibility of the service
- People thought communication was very good and that the service listened to their views and took them on board
- People felt they were treated with respect
- People liked the staff supporting them very much.

**From this inspection we evaluated this service as:**

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	6 - Excellent
How good is our leadership?	5 - Very Good

Further details on the particular areas inspected are provided at the end of this report.

## How well do we support people's wellbeing?

6 - Excellent

In this part of the inspection report we considered three quality indicators;

**1.1 People experience compassion, dignity and respect.**

**1.2 People get the most out of life**

**1.3 People's health and wellbeing benefits from their care and support.**

We assessed the service as Excellent for all three quality indicators which means overall we evaluated this key question as Excellent where support and outcomes for people were of outstandingly high quality.

People said that the service they received was very focused on them as individuals. Some people using the service told us that they or their relative was uncertain about receiving support as they had never had carers before. The service was very understanding and accepting of this. The service placed a high importance on establishing relationships based on trust and mutual respect. People valued this highly and spoke very warmly of their carers.

People told us that in addition to providing practical assistance carers injected interest and humour into their day.

The service endeavoured to match people well with carers to increase the potential for the service to work well for people. They also understood the importance of involving people in the assessment of their needs and how they wished their service to be provided. One person told us "I am delighted to give feedback for this wonderful service. The family was really struggling to find assistance at the weekend, especially a Saturday. I approached Creative Homecare who immediately put my mind at rest and came out to the house to assess mum and speak with the family about what they could do to help the family. We explained what was required. The family cannot thank them enough for the service they provide. In our family it is very difficult as two members of the family live abroad, so this service is invaluable to us. Thank you Creative Homecare for everything you do and the service you provide."

Another said "At every stage of our enquiry into using CHC as a care provider for our Mum, the staff have involved us in all discussions and planning. They have been very open to prioritising Mum's needs as their primary task. They have worked cooperatively with us and provided advice and flexibility at all stages. We have had home visits, telephone communication and emails, nothing is a problem. We are especially pleased that Mum has been included and her thoughts, likes and dislikes noted and supported." This meant that people experienced staff speaking and listening to them in a way that is courteous and respectful, with their care and support being the main focus of people's attention.

A service agreement was in place in order that people knew what to expect of the service and what the service expected of them. People felt their needs were met and that their choices regarding how their support was delivered were respected. Families felt supported and that they could be involved to the extent they wished to be. The service built relationships with the person, found out about their family life and interests. People found them to be very approachable and were very happy to contact them with any issues or changes required. One person said "CHC provide not only practical help but a service of companionship to their clients, which, as my mum lives on her own has had a huge effect on my mum's physical and mental health for the better. I cannot speak highly enough of the care that they provide, they are in a word, exceptional. I can think of nothing that could be done to improve their services.

This is the fourth or fifth care company my Mum has had in the past few years and it's the kind of care that we wish we had found at the very beginning of looking for care for my mum. It's been a rollercoaster of experience in this field. I wish every elderly person were able to have the kind of care the CHC provides." This meant people's care and support was consistent and stable because people worked together well.

Assessment focused on assisting people where necessary thereby promoting independence and retention of existing skills. Direct observations of staff practice also referred to the importance of promoting and maintaining people's independence. Phone call reviews were held six weeks after starting the service to ensure things were working well. Six month reviews were being held. The tone of recording was helpful and respectful. The service sought to identify the impact of providing support not only on the person, but on carers and potential or existing carer stress. They endeavoured to be flexible with support where possible, for example by increasing support when family were on holiday in order to promote everybody's wellbeing and to offset carer stress.

One person told us "Communication from all staff is absolutely first class. You never feel that questions are silly or feel that you are bothering anyone. Written notes are completed on every visit allowing us to communicate with Mum about what has been done on social trips and care visits." Another said "I think they do a great job of trying to learn her likes and dislikes and to adapt to her ways of working. Some have managed to get her to accept a little more intervention at times, and they are unfailingly kind and thoughtful, some going the extra mile.

I appreciate the daily notes of what they have done, as that helps me to pick up on things that need attention. The office staff are very good at interacting with me and passing on any information to the carers. I know they feel a little frustrated that X won't accept more visits, but it is wonderful to know that they are ready to provide more care when it becomes more necessary. I feel supported in my attempt to keep X well and as safe as she can be." This meant people were supported and cared for sensitively by people who anticipate issues and are aware of and plan for any known vulnerability.

The service had good oversight of people's health needs. Carers had very good interpersonal and observational skills when supporting people and daily recording showed that they paid close attention to how people were. Reviews focused on what was working well for people and where more assistance was required. Care plans were updated where people had requested or been assessed as requiring more assistance. Reviews also upheld the respect and dignity of people using the service by asking people how they were experiencing care and how they were treated by staff.

One person told us "Staff have to be complimented on their calm and consistent practice. Professional while maintaining a personal approach to care. They make efforts to familiarise themselves with personal requests and when needed can guide and support Mum to carry out not so liked activities such as showering. As an elderly lady with Dementia, Mum benefits from their patience and calmness. Even in the relatively short time we have been working with CHC, the small, consistent team of ladies have become familiar with Mum and communicated things such as how much Mum has eaten, if she was tired or if she was upset. They also call me if Mum asks to speak to me." This meant people's care and support meets their needs and is right for them.

## How good is our leadership?

5 - Very Good

We evaluated this key question as very good, where there were major strengths in supporting positive outcomes for people.

### 2.2 Quality assurance and improvement is led well.

People using the service were asked for their views regarding the service they received on a regular basis, in different ways, and the service used this information to inform the service which they received in accordance with their needs and wishes. A recent survey completed by people using the service showed that people regarded the service very highly indeed. People have a care plan that is individual to them and their needs with a risk assessment attached. Risk assessments aimed to ensure the safety and wellbeing of the person using the service and staff supporting them. These were related to a variety of potential environmental and behavioural hazards and individual to the person. They could be more detailed depending on the needs of the person and this is an area of development identified by the service.

People told us communication with the service was excellent and that the service was responsive to a superlative degree. One person told us "I asked creative homecare to give me support with my relative. This involves a support worker visiting her at home each week for two hours. We have only recently set this up but in the short time we have been completely satisfied. The initial contact was good and very informative. The workers have made her feel happy to see them. They take their lead from her needs each week and her folder is completed on each visit. I have no issues over their professionalism and have had contact with them where necessary and always found them to be helpful and accommodating."

People have a very high level of control over the staff who will be supporting them. Staff are introduced to people before starting to support them which in addition to being polite meant that people felt they had real choice in who they were supported by. The service had endeavoured to involve people using the service in the recruitment of staff and in an annual self evaluation of the service. This meant that people were actively encouraged to be involved in improving the service they used in a spirit of genuine partnership.

The service used an electronic care planning system which gave an overview of the logistics of all areas of the service. This meant the management team had very good oversight of the day-to-day running of the service. This enabled them to respond to any issues, should they arise, in good time.

Staff told us they enjoyed working at the service. They felt they were making a positive difference to the people they supported and appreciated being able to work with people at the person's own pace. The service is expanding and in order to provide more support to staff in the field they have appointed a Lead Support Worker. Staff were recruited according to current Safer Recruitment guidance and staff had access to a good induction and ongoing training programme. This meant people using the service could be confident in staff because they were trained, skilled and competent.

## 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).

## Detailed evaluations

How well do we support people's wellbeing?	6 - Excellent
1.1 People experience compassion, dignity and respect	6 - Excellent
1.2 People get the most out of life	6 - Excellent
1.3 People's health and wellbeing benefits from their care and support	6 - Excellent
How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good

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