Glasgow Drug Crisis Centre (Turning Point)
Care Home Service
123 West Street
Glasgow    G5 8BA

Inspected by: Jan Strain
(Care Commission Officer)

Type of inspection: Unannounced

Inspection completed on: 17 February 2009
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<th><strong>Service Number</strong></th>
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<td>Glasgow Drug Crisis Centre (Turning Point)</td>
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<tr>
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<td>Care Commission Officer</td>
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<th><strong>Inspection Completed</strong></th>
<th><strong>Period since last inspection</strong></th>
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<td>17 February 2009</td>
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<th><strong>Local Office Address</strong></th>
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<tr>
<td>Central West Region</td>
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<tr>
<td>4th Floor</td>
</tr>
<tr>
<td>No 1 Smithhills Street</td>
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<tr>
<td>Paisley</td>
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<td>PA1 1EB</td>
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<tr>
<td>Tel: 0141 843 4230</td>
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<td>Fax: 0141 843 4289</td>
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<td><a href="http://www.carecommission.com">www.carecommission.com</a></td>
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Introduction
Glasgow Drug Crisis Centre is located in the centre of Glasgow and is managed by Turning Point Scotland. This service was registered as a care home for people with alcohol and drug misuse problems in April 2002.

This service provides accommodation and care for a maximum of twelve adults who have been assessed as being in crisis, with a need for emergency admission.

The service is situated in a converted school. As well as the residential accommodation referred to in this inspection report, Turning Point also offers a needle exchange service and a 24 hour “one stop” service where individuals can present for help and advice.

The service aims to offer “a safe, confidential service which will support and encourage people to find ways of making their drug use less problematic and achieve a better quality of life”.

Based on the findings of this inspection the service has been awarded the following grades:
- Quality of Care and Support - 4 - Good
- Quality of Environment - 2 - Weak
- Quality of Staffing - 3 - Adequate
- Quality of Management and Leadership - 3 - Adequate

This inspection report and grades represent the Care Commission’s assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. Please refer to the care services register on the Care Commission’s website (www.carecommission.com) for the most up-to-date grades for this service.

Basis of Report

Before the Inspection

The Annual Return
The service submitted a completed Annual Return as requested by the Care Commission.

The Self-Assessment Form
The service was not required to submit a self-assessment form.

Views of service users
The Officer met with 4 service users during the inspection.

Regulation Support Assessment
The inspection plan for this service was decided after a Regulation Support Assessment (RSA) was carried out to determine the intensity of inspection necessary. The RSA is an assessment undertaken by the Care Commission Officer (CCO) which considers complaints activity, changes in the provision of the service, nature of notifications made to the Care Commission by the service (such as absence of a manager) and action taken upon requirements. The CCO will also have considered how the service responded to situations and issues as part of the RSA.
This assessment resulted in this service receiving a medium RSA score and so a medium intensity inspection was required. The inspection was based on the relevant Inspection Focus Areas and associated National Care Standards, recommendations and requirements from previous inspections and complaints or other regulatory activity.

During the inspection process

**Staff at inspection**
During the unannounced inspection visit the Officer met with 5 staff members including the service manager.

**Evidence**
Evidence was gathered from the following sources:

- Meetings with staff and service users.
- Examination of documentation including support plans, supervision and appraisal forms, PATH planning chart and consultation records.
- Examination of the premises.

**Inspection Focus Areas and links to Quality Themes and Statements for 2008/09**
Details of the inspection focus and associated Quality Themes to be used in inspecting each type of care service in 2008/09 and supporting inspection guidance, can be found at: http://www.carecommission.com/

**Fire Safety Issues**
The Fire (Scotland) Act 2005 introduced new regulatory arrangements in respect of fire safety, on 1 October 2006. In terms of those arrangements, responsibility for enforcing the statutory provisions in relation to fire safety now lies with the Fire and Rescue service for the area in which a care service is located. Accordingly, the Care Commission will no longer report on matters of fire safety as part of its regulatory function, but, where significant fire safety issues become apparent, will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Further advice on your responsibilities is available at www.infoscotland.com/firelaw

**Action taken on requirements since last Inspection**
No requirements were identified in the last inspection report.

This report refers to progress made on recommendations in the last inspection report.

**Comments on Self Assessment**
N/A.

**View of Service Users**
Service users’ comments included the following:

“I love it here”
“Staff are great”
“They make it safe for you here”
“I trust everyone”
“Staff treat us all the same”
“They work hard to get you sorted and find a place for you to go”
“Staff are all caring”
“The building is run down but I love it”
“I haven’t a bad word to say about the staff”
“It’s great here. Everyone is supportive”

One service user commented that, although satisfied with the service, there had been a few incidents where staff attitude was perceived as “abrupt”. As outlined in this report and the last one issued, further development of participation strategies and staff appraisal systems could address concerns such as these.

**View of Carers**

No carers were available during this inspection.
Quality Theme 1: Quality of Care and Support

Overall CCO Theme Grading: 4 - Good

Statement 1: We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

Service Strengths

The service evidenced improvements in the level of service user participation since the last inspection. Service users' forums were being developed to offer service users opportunities to participate in discussions about different aspects of the service.

Service users spoken with indicated that they felt involved in planning the support which they received.

Areas for Development

The service planned to develop service user questionnaires.

CCO Grading

4 - Good

Number of Requirements

0

Number of Recommendations

0

Statement 5: We respond to service users' care and support needs using person centered values.

Service Strengths

Staff spoken with evidently had the necessary skills and experience for supporting individuals with addiction issues.

The service continued to operate a no exclusion policy, acknowledging the various issues which impacted on service users' recovery.

The service continued to evidence effective working relationships with other agencies. A joint working arrangement was underway with a local support service for people with addiction issues. The issues around the recovery process were being examined and the services aimed to enhance their responses to service users' needs.

The service evidently responded to the changing needs and issues of individuals who approached the service. For example, increased uses of certain substances had been identified and the service continued to develop plans to address this.
Areas for Development

The service manager aimed to continue to develop the service's group work programme.

CCO Grading

4 - Good

Number of Requirements

0

Number of Recommendations

0
Quality Theme 2: Quality of Environment

Overall CCO Theme Grading: 2 - Weak

Statement 1: We ensure that service users and carers participate in assessing and improving the quality of the environment within the service.

Service Strengths

The service evidenced that service users had increasing opportunities to participate in developing accommodation. A service user forum focused on environmental issues and improvements had been discussed within this. There were plans in place to develop and enhance the enclosed garden area with service users participating in this.

Areas for Development

As outlined previously the service planned to develop questionnaires and these would offer opportunities for service users to comment on aspects of the environment.

CCO Grading

3 - Adequate

Number of Requirements

0

Number of Recommendations

0

Statement 3: The environment allows service users to have as positive a quality of life as possible.

Service Strengths

The service evidenced improvements in the quality of the environment. Work had been undertaken to make bedrooms more pleasant with new beds, bedding and furniture. The reception area had been enhanced to provide a more comfortable and welcoming area for service users approaching the building for assistance.

Areas for Development

Further work to improve accommodation was planned over the following months. This was to involve redecoration and refurbishment of communal areas and staff accommodation as well as the previously mentioned garden improvements.

The recommendation in the last inspection report concerning improvements to the accommodation will be repeated in this report, and progress will be reviewed at the next inspection. (See Recommendation 1)

CCO Grading
Statement 4: The accommodation we provide ensures that the privacy of service users is respected.

Service Strengths

Service users continued to be supported to protect their own space and privacy. Security within the service had recently been upgraded, with all rooms fitted with an effective locking system.

Staff evidenced a vigilant approach to maintaining service users' confidentiality, ensuring that access to office accommodation was restricted.

Areas for Development

There continued to be a need for the service to discuss and clarify its response to service users' relationships within the service. One individual spoken with reported that some staff members continued to be robust in monitoring conversations between male and female service users and that this could feel disrespectful. A recommendation relating to this will be repeated in this report. (See Recommendation 2)

CCO Grading

3 - Adequate
Quality Theme 3: Quality of Staffing

Overall CCO Theme Grading: 3 - Adequate

Statement 1: We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

Service Strengths

Exit questionnaires provided opportunities for service users to feedback their views on the quality of staff.

Service users indicated that they could approach supervisory staff members and the service manager with any concerns relating to staff.

The service continued to evidence effective links with other agencies which could offer advocacy services.

Areas for Development

The service aimed to develop opportunities for service users to participate in the staff recruitment process.

CCO Grading

3 - Adequate

Number of Requirements

0

Number of Recommendations

0

Statement 3: We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

Service Strengths

Staff continued to evidence effective teamwork. All staff spoken with reported that they were happy working at the service and were supported by their colleagues.

Staff reported satisfaction with the range of training on offer. Most staff members were qualified to SVQ level.

Staff indicated that they were happy with recent improvements within the service. A recent staff development day had clearly had positive outcomes, with staff undertaking a planning exercise based on the person centred PATH (Planning Alternative Tomorrows with Hope) tool.

The service aimed to offer placement opportunities for students practicing alternative
therapies. Members of the staff group had been identified to progress the joint working initiative previously mentioned and this would involve developing group work and recovery issues.

**Areas for Development**

Following a recommendation in the last report relating to lack of opportunities for staff to meet formally, the service manager had engaged staff in discussions about a programme of team meetings. This recommendation will not be repeated but progress will be reviewed at the next inspection.

The service had introduced revised staff supervision and appraisal documentation. There were also new procedures in place to audit staff supervision arrangements, ensuring that the service followed organisational staff development procedures. Most staff indicated that they received supervision regularly but there was still a need for the service to ensure a consistent approach.

**CCO Grading**

4 - Good

**Number of Requirements**

0

**Number of Recommendations**

0
Quality Theme 4: Quality of Management and Leadership

Overall CCO Theme Grading: 3 - Adequate

Statement 1: We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.

Service Strengths

The service was evidently developing opportunities for service users to feedback their views at an organisational level.

The newly developed service user forums provided opportunities for service users to participate in service developments.

Areas for Development

The service planned to involve service users in future self-assessment grading processes.

CCO Grading

3 - Adequate

Number of Requirements

0

Number of Recommendations

0

Statement 4: We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide.

Service Strengths

There had been improvements in the service's auditing procedures since the last inspection and developments which promoted service user involvement in quality assurance monitoring.

Service users continued to be offered full information about the service offered, including their rights and responsibilities whilst using the service.

Areas for Development

The service continued to develop its approach to quality assurance, ensuring that service users, staff and other stakeholders had opportunities to express their views on the service offered.

CCO Grading

3 - Adequate
Number of Requirements

0

Number of Recommendations

0
**Enforcement**  
There has been no enforcement action against this service since the last inspection.

**Other Information**  
No other information.

**Requirements**  
There were no requirements identified at this inspection.

**Recommendations**  
1. The service should continue to develop firm plans to redesign accommodation. NCS Care Homes for People with Drug and Alcohol Misuse Problems. Standard 3: Your Environment.

2. The service should give consideration to its approach to relationships between service users during their stays. NCS Care Homes for People with Drug and Alcohol Misuse Problems. Standard 8: Exercising Your Rights.

Jan Strain  
Care Commission Officer