

Inspection report

Brisbane Supported Accommodation Project Care Home Service

Brisbane House
165 Hamilton Road
Mount Vernon G32 9QT

Inspected by: Marie Mullarkey
(Care Commission Officer)

Type of inspection: Unannounced

Inspection completed on: 23 August 2005

Service Number

CS2003000878

Service name

Brisbane Supported Accommodation Project

Service address

Brisbane House
165 Hamilton Road
Mount Vernon G32 9QT

Provider Number

SP2003000180

Provider Name

Scottish Association For Mental Health

Inspected By

Marie Mullarkey
Care Commission Officer

Inspection Type

Unannounced

Inspection Completed

23 August 2005

Period since last inspection

6 months

Local Office Address

Central West
4th Floor
1 Smithhills Street
Paisley
PA1 1EB

Introduction

The Brisbane Project was first registered in April 2002 by the Care Commission as a care home to provide 24 hour care and support to five females with mental health problems. The project is housed in a large Victorian house in the Mount Vernon area of Glasgow and consists of, five single rooms one of which is en-suite. There are two communal bathrooms and two toilets. There is a large sitting room, a large well equipped kitchen with a separate dining room. There is a small utility room with adequate laundry facilities. There is a staff office and sleep over accommodation. The grounds and gardens are well laid out with a patio area at the rear of the house.

Basis of Report

This report is based on the findings of an unannounced inspection carried out by one Care Commission Officer over a two day period in August and September 2005.

The Officer met with five service users, one staff members, the project manager and the area service manager.

A range of records were examined during the inspection visit.

The focus of the inspection was the Regulation of Care (Requirements as to a Care Service) (Scotland) Regulations 2002 and the following five standards from the National Care Standards for Care Homes for People with Mental Health Problems.

Standard 8 - Making Choices

Standard 10 - Exercising Your Rights

Standard 16 - Private life

Standard 17 - Daily Life

Standard 19 - Moving On

Action taken on requirements in last Inspection Report

There were no requirements identified at the time of the last inspection.

Comments on Self-Evaluation

Not applicable as this inspection was unannounced.

View of Service Users

The service users spoken with on the day of the inspection were very happy with the service

provision. They did comment that 'for a time earlier in the year there were a number of changes and that had made them fearful and nervous'. However, this had now passed and the service users have developed very good relationships with the new staff group.

Quotes from service user's one service user said that 'she felt very comfortable and secure living in the house' another service user said that 'staff were very helpful and respectful. When you needed to speak to them about a personal matter they made sure that it was discussed in private either the officer or your own room'. The service users all agreed that 'they enjoy the experience of community living and that it in no way impacted on their personal space or choices'.

View of Carers

There were no carers available for comment on the days of the inspection

Regulations / Principles

National Care Standards

National Care Standard Number 8: Care Homes for People with Mental Health Problems - Making Choices

Strengths

The management and the support staff continue to encourage service users to make their own choices as much as possible.

Service users are fully informed of their rights and are encouraged by the staff team to use them.

The new management team is fully committed to the continual encouragement of the service users to be more involved in the personal financial business. The service users have signed up to budget plans and are supported by the staff team to be more independent.

Since the last inspection service users have signed occupancy agreements. These agreements are held in the personal files and service users have full access to them.

Support plans have improved since the last inspection. The introduction of the daily folder has improved accessing basic information about the service users.

Areas for Development

The Provider is to continue to explore individual interest bearing bank accounts for all service users.

National Care Standard Number 10: Care Homes for People with Mental Health Problems - Exercising Your Rights

Strengths

The management and the support staff are to continue to encourage service users to exercise their rights.

There was good interaction between the staff team and the service users. There was an atmosphere of confidence and trust between the staff team and the service users.

Areas for Development

There were no other areas for development identified at the time of this inspection.

National Care Standard Number 16: Care Homes for People with Mental Health Problems - Private Life

Strengths

The management and support staff continue to encourage service users to exercise their right to a private life. The support staff respects the service user's right to privacy and conducts all private and intimate business in the privacy of their own room or the office.

Areas for Development

The management have stated that they are currently exploring the possibility of personal telephones for the service users.

The management was asked to consider the possibility of setting up a computer for the service users use to encourage them to explore email and the internet.

National Care Standard Number 17: Care Homes for People with Mental Health Problems - Daily Life

Strengths

The management and support staff continue to encourage service users to take responsibility for their daily lives. The introduction of personal diaries to encourage service users to plan their own time and appointments has proved successful. One service user said that 'she enjoyed having the diary because she now knew her appointments without having to ask the staff all the time'.

The service users have control over their own movements and are supported when appropriate.

Areas for Development

The management was asked to continue to explore education, training and employment for those service users who are interested.

National Care Standard Number 19: Care Homes for People with Mental Health Problems - Moving On

Strengths

The project has a comprehensive procedure in place. The minimum disruption to service

users is uppermost in any move. There is a multi disciplinary review held to discuss the options and to support the service user to make informed choices.

Areas for Development

There were no other areas for development identified at the time of this inspection.

Enforcement

There has been no enforcement action taken against this service.

Other Information

The new management and support staff team have settled well into the project. There have been many improvements in the service since the last inspection. The redecoration programme has started and the service users are fully involved in choosing colour schemes. The service users and the staff are to be congratulated for the way they have coped with the changes.

Requirements

There were no requirements identified at the time of this inspection.

Recommendations

There were no recommendations identified at the time of this inspection.

Marie Mullarkey
Care Commission Officer