

Care service inspection report

Gowrie Care Limited – Queen Mary Avenue

Housing Support Service

42 Queen Mary Avenue
Glasgow
G42 8DT

Inspected by: Barbara Miller

Type of inspection: Unannounced

Inspection completed on: 12 August 2011



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Service provided by:

Gowrie Care Ltd

Service provider number:

SP2003000083

Care service number:

CS2008175800

Contact details for the inspector who inspected this service:

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Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

We gave the service these grades

Quality of Care and Support	5	Very Good
Quality of Staffing		N/A
Quality of Management and Leadership	5	Very Good

What the service does well

The staff and management genuinely cared about the service users. They value their opinions and use innovate ways to collect their views.

What the service could do better

The service should continue to pursue the development of the new building.

What the service has done since the last inspection

The service has ensured a smooth transition recently for men living in The Monteith. Record keeping was clear and concise.

Conclusion

The service endeavours to offer an opportunity for men and women to maximise their own potential. Emotional and practical support is available.

Who did this inspection

Barbara Miller

Lay assessor: n/a

1 About the service we inspected

Cowrie Care Ltd-Queen Mary Avenue registered with the Care Commission in June 2009 to provide a combined Housing Support/Care at Home service.

The service is designed to meet the complex needs of men and women who have previously suffered from homelessness and mental health problems.

Queen Mary Avenue - The service is delivered eight women that live in their own tenancies within a large modern complex.

The Monteith - The service is delivered to twenty four men who live in their own rooms within an older type property.

Support is available throughout twenty four hours.

The service aims to meet the needs of the service users that use the service in a way that is personal and lead by need.

Based on the findings of this inspection this service has been awarded the following grades:

Quality of Care and Support - Grade 5 - Very Good

Quality of Staffing - N/A

Quality of Management and Leadership - Grade 5 - Very Good

This report and grades represent our 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. You can find the most up-to-date grades for this service by visiting our website www.scswis.com or by calling us on 0845 600 9527 or visiting one of our offices.

2 How we inspected this service

The level of inspection we carried out

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

What we did during the inspection

The Inspector discussed, with the manager, the most effective way to carry out this visit. It was agreed that service users would be invited to meet with the Inspector when available on the day of the visit. We spoke with the following people either on a one to one basis or in a group setting.

Area Manager
Registered Manager
Project Manager
Four support workers
Assistant Support Worker
Six service users

We also looked at a range of policies, procedures and records including the following:

Eleven personal care plans
Evaluations of activity sessions
Risk assessments
Service users, friends/relatives and other stakeholder questionnaires
Review meeting minutes
Staff meeting minutes
House meeting minutes
Registration Certificates
Training plans and qualification certificates
Newsletter
Talking walls
Photographs
Group work log sheets

On this occasion we visited both support services.

Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

Inspection Focus Areas (IFAs)

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at www.firelawscotland.org

The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic

Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

We received a fully completed self assessment document from the service provider. We were satisfied with the way the service provider had completed this and with the relevant information they had given us for each of the headings that we grade them under.

The service identified what they thought they did well, some areas for development and any changes they planned.

Taking the views of people using the care service into account

Six questionnaires were returned and all stated they were happy or very happy with the service. Some comments included "I am happy here with the staff, the meals are good, it's good to sit in the TV room when I am bored" "I am grateful for the respect, care and attention I receive from all staff in here"

The Inspector chatted with service users on the day of the visit, they praised the service. some of their comments included:

Queen Mary Avenue

"The staff are helpful, they help with my budgeting and paying bills"

"The staff are like my family, they really care about me"

"They make sure I am safe and check twice a day, to check I am ok"

"It is my time now, I have my life back, I love my flat, it is a lovely place to live"

"It is great to know there is someone here 24/7"

"This is a lovely and clean place to live"

The Monteith

"The lassies are lovely"

"They help me to get a shower"

"The food is great, especially mince and tatties"

"It is good to have company"

"They encourage you to get out, I am going to the pipe band championships"

They check on me to see if I am alright"

Taking carers' views into account

n/a

3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

Quality Theme 1: Quality of Care and Support

Overall grade awarded for this theme: 5 - Very 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 provider had very clear, robust policies and procedures based on feedback and participation of those people that use the service. We identified that there was a real sense of engagement with the service users.

The personal plans examined by the had clearly been discussed with the person concerned, many of the documents had been signed by the service user and there was also clear evidence of regular care reviews.

The service had developed a monthly newsletter to support communication with the people using the service and other stakeholders.

Monthly tenants meetings were facilitated by staff. Minutes detailed lengthy discussions about life in the support service and any suggestions of improvement. The staff team and service users told us they preferred informal times for example the group work or meal times, to air their views.

Staff had a good knowledge of participation issues.

The inspector witnessed a positive and respectful interaction between the people using the service and the staff team, service users spoken with expressed that they would have no hesitation in raising any issue of concern.

Staff told us there had been a "garden party " service user's families and friends attended this.

Service users had made a suggestions on the talking wall including "More activities " Have a barbecue" These suggestions are discussed at the house meeting, if possible the suggestions will be implemented. We saw that a consultation with all stakeholders had taken place, the findings had been analysed and published.

Areas for improvement

There were no areas of improvement identified at this visit.

Grade awarded for this statement: 6 - Excellent

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

The support plans are audited each month. This is to ensure accuracy and that staff are responding to service users care and support needs appropriately. Support plans were detailed and risk assessments were person centre and updated regularly. Service users knew their key workers. Staff knew the importance of meeting service user's individual round needs. The cook knew everybody individually and their food likes and dislike. Service users told us the service catered for their needs.

The service hosted outings and activities to promote healthy lifestyles. The venues were chosen by service users. Service users plan the group work timetable, they told us they enjoyed the memory boxes. Staff never enter the flats or rooms unless invited.

Areas for improvement

The service should continue to develop person centred values.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 3: Quality of Staffing - NOT ASSESSED

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 5 - Very Good

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 organisation has a participation strategy. It produces an annual report.

Please refer to Quality Theme 1 Statement 1.1. Service Strengths.

Areas for improvement

House meeting minutes should detail matters arising from previous meetings.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Statement 2

We involve our workforce in determining the direction and future objectives of the service.

Service strengths

Staff use the organisational intranet to identify training and offer suggestions of strategic developments. The staff said the management were "open and not authoritarian" One member of staff said "They value you as an individual, they hone in on your skills and encourage you to to share them"

There are regular team meetings and staff are encouraged to bring new ideas and learning to the service.

The staff said that there was an effective learning culture. We saw that there was numerous training events planned.

Staff had regular one to one support and supervision, they said they are encouraged to support each other . They lead on certain tasks for example participation and group work.

Areas for improvement

The service should continue to encourage staff to determine the direction and future objectives of the service.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

4 Other information

Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

Enforcements

We have taken no enforcement action against this care service since the last inspection.

Additional Information

The Monteith is situated in a very old listed building, therefore has worn stairs and peeling walls etc. The Inspector was informed that a new build was planned.

Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in SCSWIS re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).

5 Summary of grades

Quality of Care and Support - 5 - Very Good	
Statement 1	6 - Excellent
Statement 5	5 - Very Good
Quality of Staffing - Not Assessed	
Quality of Management and Leadership - 5 - Very Good	
Statement 1	6 - Excellent
Statement 2	5 - Very Good

6 Inspection and grading history

Date	Type	Gradings
27 Apr 2010	Announced	Care and support 5 - Very Good Staffing 5 - Very Good Management and Leadership 5 - Very Good

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.

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