care inspectorate

Care service inspection report

Momentum Care - Glasgow

Housing Support Service

Pavilion 7
Watermark Park
325 Govan Road
Glasgow
G51 2SE

Inspected by: Drew Conlon

Type of inspection: Unannounced

Inspection completed on: 4 October 2013

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Service provided by:

Momentum Scotland

Service provider number:

SP2005007264

Care service number:

CS2008168399

Contact details for the inspector who inspected this service:

Drew Conlon
Telephone 0141 843 6840
Email enquiries@careinspectorate.com

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	4	Good
Quality of Staffing	4	Good
Quality of Management and Leadership	4	Good

What the service does well

The service provides individual and person centred support to both service users and their families.

Support workers develop good relations with both service users and their families and these relationships are the sure foundation of the service.

What the service could do better

Although service users and families reported positive outcomes, these could be better expressed than they are in the communication logs filled in by support workers after a support visit.

As the service has become more focused on community day supports and short breaks and respite care, it should revisit its aims and objectives to reflect this situation,.

What the service has done since the last inspection

The service is on a pathway of steady improvement. The manager is clear on the type of actions which would further improve Care Inspectorate gradings.

The service has consolidated its quality assurance measures. The success of this reflected in the positive and consistent view that family members and service users have on the service they get.

Conclusion

The service is valued by service users and their families because of the quality of its support staff and because it develops service user's social inclusion, skills and confidence. The emotional support it provides to both service users and their families is highly valued,.

Who did this inspection

Drew Conlon

1 About the service we inspected

Momentum Care Services Limited is registered to provide a Housing Support and Care at Home service to people with a range of disabilities, in their own homes. Before 1 April 2011, this service was registered with the Care Commission. On this date the new scrutiny body, Social Care and Social Work Improvement Scotland (the Care Inspectorate), took over from the work of the Care Commission including the registration of services. This means that from 1 April 2011, this service continued its registration under the new body, the Care Inspectorate.

This service was delivered to families in Glasgow and South Lanarkshire. These used to be separate services but were registered as one branch last year. Since the last inspection the service has made a deliberate decision to reduce the scale of its operations. Services in South Lanarkshire were transferred to another provider and the scale of operations in Glasgow has been reduced.

The organisation offers a flexible 24 hour service. The service's aims and objectives include providing a range of quality integrated programmes and to operate in a person centred way which is committed to continuous improvement.

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

Quality of Care and Support - Grade 4 - Good
Quality of Staffing - Grade 4 - Good
Quality of Management and Leadership - Grade 4 - 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.careinspectorate.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 evidence for this report was gathered by Drew Conlon, Inspector. He visited the service over three days on Wednesday 2nd October from 9:30am to 4:00pm, on Thursday 3rd October from 11:30am to 4;00pm and on Friday 4th October from 10:30am to 4:00pm. During this time, he spoke with the head of health and social care , the registered manager and three support workers. He also visited four families and met three service users in their own homes. Account was also taken of twenty-one questionnaires returned by service users and five questionnaires returned by staff members.

The Inspector also took account of a wide range of policies and procedures and related documentation including:

Support plans
Participation records
Service user questionnaires
Records of spot check visits
Training records
Team meeting minutes
Staff supervision records
Accident/incident reports
Manager's monthly reports
Care management audit tool
Staff and service user profiles
Complaints and compliments records
Registration certificate

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

What the service has done to meet any requirements we made at our last inspection

The requirement

None

What the service did to meet the requirement

The requirement is:

What the service has done to meet any recommendations we made at our last inspection

None

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.

The Care Inspectorate received a fully completed self-assessment from this provider. We were satisfied with the way the provider completed this and with the relevant information included for each heading that we grade services under.

The provider highlighted what it thought the service did well, some areas of development and any changes it had planned. The provider told us how people who used the service had taken part in the self-assessment process.

Taking the views of people using the care service into account

At the time of this inspection, the service had thirty-nine service users. We received twenty-one questionnaires from service users,sometimes completed with assistance

from family members. During the inspection, we met with three service users in their own homes and one further planned contact was prevented by illness of the service users.

Service users spoke enthusiastically about the support activities they undertook with staff. They liked the variety of activities and that they were involved in choices about what to do. They had a high regard for their support workers and said staff were always encouraging. We have include quotes from service users in the body of this report.

Taking carers' views into account

We made home visits to four families of service users. Carers clearly valued the service and spoke of the positive qualities of particular support workers. Family members said how much benefit they got themselves when the service arranged an overnight or weekend respite. Families were clear about lines of communication should any service issues arise. We have included quotes from family members in the body of this report.

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

Grade awarded for this theme: 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

We thought the service reached a good standard in the two Statements we looked at under this Quality Theme. We reached this conclusion after speaking to:

- service users
- family members
- the service manager and members of support staff
- considering returned questionnaires
- reviewing care plans and other written evidence relating to participation.

We heard evidence from service users and family members that their wishes are asked for and taken into account. We heard that the service is reliable and consistent and also flexible where this is helpful. People told us how they were involved in drawing up support plans. We could see these support plans reflected a person centred approach which reflected and respected individual needs and wishes.

We saw evidence that a system of service user questionnaires was used comprehensively. Since the last inspection, an excercise had been undertaken and a questionnaires had gone to all thirty-nine service users . Seventeen of these questionnaires had been returned and this is a forty-four percent return rate. Individual comments had been collated and looked at by the service manager for any potential areas of improvement.

We saw evidence of six monthly support plan reviews being carried out and the views of family members and carers were taken into account. Between these reviews there is also a system of spot check assessments which are recorded and evaluated. These involve the manager making contact with a service user and family members and asking about the quality of service delivery and how staff members are performing.

An additional feedback mechanism has been introduced for after service users have taken part in particular activities. This questionnaire has visual cues to assist service users to record their views. Service users are asked if, for instance, the activity could be made better, would they recommend the activity to others and how they rated their support workers involvement.

The service has a history of a number of other methods for seeking the views of service users and carers. Thess have included a range of forum groups and also the use of focus groups.

Service user comments:
'We do lots of different things'
'Sometimes I chose and sometime I am happy for my support worker to suggest what we do'.

Family member comment:
'We have the same support workers who know our daughter very well'.

In implementing support plans, support workers try to promote service user participation and independence wherever possible.

Staff member comment:
'He used to just hand me his bus pass at the bus stop but I encourage him to take it and show it himself'.

Areas for improvement

The service has a range of methods including care plan reviews for seeking family member's views. Additionally, the service would benefit from extending its system of questionnaires to family members.

Within a deliberate decision to scale down its number of service users, the service would benefit from a review of its participation methods. This would identify which participation methods are most effective and also sustainable given a reduced pool of service users and family members to call on. See Recommendation below.

The service has made a conscious decision to reduce the scope of its operations and concentrate on day supports in the community and short breaks and respite care. In the new circumstances, there would be merit in the service revisiting its aims and

objectives so these are a suitable benchmark for describing the service and evaluating performance. See Recommendation below.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 2

Recommendations

1. The provider should review its participation methods to see which are most effective and sustainable given a reduced size of service. National Care Standards: Housing Support Services: Care Standard Number 8 -Expressing your views.
2. The service should revisit its aims and objectives so that they accurately reflect the overall focus of the service, less in home care and housing support and more in community day support and short breaks. National Care Standards: Housing Support Services: Care Standard Number 3 - Management and staffing arrangements.

Statement 3

We ensure that service users' health and wellbeing needs are met.

Service strengths

We concluded that the service performed to a good standard in this Quality Statement. We thought this after considering the type of support provide around health and well-being needs.

During this present inspection, the service was being provided mainly to service users with a learning disability or a physical disability including for instance, brain injury. Support workers we spoke to were knowledgeable about their service user's needs and the challenges that this sometimes provided in inter-personal communication.

The service works hard to foster communication between service users and staff members and there is a process for both members of staff and service users to express their skills and interests. A one page service user profile includes 'activities I enjoy', 'skills my worker needs' and 'how best to support me'. Similarly there are one page staff profiles including ' what other people like about me', 'my skills ' and activities I enjoy'. In interview, there was positive comment from service users where staff for instance did not just accompany them to a facility like a gym but the staff member participated in a workout themself.

Support plans viewed were of a good standard with detailed notes about service users capabilities and wishes. Risk assessments were well completed and provided a focus for safe practice.

We could clearly see that the service had improved the lives of those who received it. This was at the level of emotional support and improved feelings of well - being. It was also at the level of improved skills and abilities for service users. Service users took pride in their new skills - 'I beat my support worker in that game we played'.

Feedback from service users and family members reinforced the positive outcomes from many of the day support and respite services provided. Family members said how important it was for service users to participate in everyday activities routinely enjoyed by people without disabilities.

Family members spoke about the benefits to them on being able to get way or have time to themselves when Momentum take service users on a an overnight or weekend trip. Family members said these breaks helped them to plan their lives and have short break dates that they could look forward to.

Service user comments:
'My epilepsy makes it difficult to make friends and follow my interests. My support worker enables me to do this and access facilities and supports in the community'.

Family member comments:
'He is less plump now he is going to the gym'.
'He benefits from time with his support worker. When he is on his own, his behaviour is not at its best'.

Staff member comment:
'My service user really has to explore life for himself. It's not up to me to say what is capable of''.
'He is able for independent travel, it's just a question of building his confidence'.

Areas for improvement

The service wants to explore how a wider range of communication aids could be used to facilitate interaction between staff and service users.

Within support plans, staff record their day-to-day contact with service users and families in a system of communication logs. These do record contact and activities. However, they could better record positive outcomes for service users, for instance,in terms such as feelings of well-being, promoting social inclusion and building on service user potential and skills. See Recommendation below.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. Support plans could better record how the service is achieving positive outcomes for service users. This may evidence where interventions have improved health or feelings of well-being or developed a service user's skills or potential. National Care Standards: Housing Support Services: Care Standard Number 4 - Housing support planning.

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 4 - Good

Statement 1

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

Service strengths

We thought the service was performing to a good standard in both the Statements we inspected in this Quality Theme. We c ame to this conclusion after talking with:

- service users
- family members
- support staff

The strengths in participation noted under Statement 1.1 apply to this Quality Theme too.

There were letters in support plans showing that the service users and families had been invited to participation staff recruitment. Whilst service users and families did not always feel able to take up such opportunities, there was clear evidence of a culture of participation in the service.

We saw from the spot checks records that information is sought about the performance of qualities of staff members. We were pleased to see copies of spot check records for individual services users were kept in staff personnel files alongside records of supervision. This meant that the manager had a wide-ranging view of the evidence about how well individual staff members were doing both in the estimate of the
manager and the support worker's service users.

Family member comment:

'Our support worker knows our daughter so well I prefer not to use anyone else when she is on holiday'.

'Over the past few years our support worker has been reliable and dependable'.

Areas for improvement

The service should explore how family members or service users could contribute to staff induction and training. See Recommendation below.

The other areas for improvement are the same as those listed under Quality Statement 1.1.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The provider should explore ways in which service users and family members might contribute to staff induction and training. National Care Standards: Housing Support Services: Care Standard Number 8 - Expressing your views.

Statement 3

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

Service strengths

We saw evidence of strengths in this Statement from records of staff team meetings.Staff were encouraged to be involved in Care Inspectorate visits and seeking service users views was also a strong theme. Ideas from staff were welcome. One staff member had raised a possible role for group activities for service users. There was discussion about the potential benefits of this approach.

The staff members induction portfolio was looked at. This has information about National Care Standards and the Scottish Social Services Council (SSSC) Codes of Practice. Support workers we spoke to showed an awareness of both National Care Standards and the Codes of Practice. They understood that National Care Standards served as the benchmark for Care Inspectorate inspections.

Staff performance was monitored through supervision as well as through staff team meetings.Staff supervision records were sampled and there was evidence that supervision contracts were signed and countersigned. The clear aims of supervision are listed as to 'Enable', 'Educate ', and 'Ensure' and attention is paid to the clear listing of both manager's and staff member's responsibilities. In interview staff members said they felt well supported both formally and informally.

Staff members were able to see that the provider had been involved in sometimes difficult review of its overall service provision. However, staff members talked of how they had maintained their positive motivation by focusing on service user needs, seeing service user confidence develop and having good communication between staff and management.

Staff members could describe a number of training events that they had attended. These included training on such as adult support and protection, acquired brain injury and refresher training in mental health. The manager has just one module to do before reaching SVQ4 award level.

Areas for improvement

The manager is working to ensure staff supervision frequency is met in all cases.

Reconfiguration of staff groups and the planned transfer of staff to other providers meant there is a need to review the requirements needed for registration with the Scottish Social Services Council (SSSC). The head of health and social care has authorized a programme of SVQ induction and training starting this month to allow all support workers to meet SSSC requirements. This programme should be adhered to

and completed. We will support this process with a Recommendation. See Recommendation below.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The provider should complete an SVQ training programme to ensure all support workers can register with the SSSC by the date due. National Care Standards: Housing Support Services: Care Standard Number 3 - Management and staffing arrangements.

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 4 - 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

We found the service operating to a good standard in the two Statements we inspected under this Quality Theme. Strengths noted earlier in this report under participation apply to this Quality Theme too. The manager expected staff to deliver good standards of service and be accountable for their practice.

The manager was able to produce extracts from the support planning system. This showed that she was in regular contact in a variety of ways with service users and their families. There was evidence from interviews with families that they knew the manager and found her approachable and responsive.

Complaints records were viewed and the incidence of complaints was low. A well organised log of compliments was also kept to assist evaluation of the overall quality of the service. People we spoke to said they had no complaints but felt confident about raising any concerns if this was needed.

Family member comment:

'Any issues in my son's support have been addressed when contacting the office staff who have been very helpful'.
'Now I can really understand the hours and how expenses are calculated'.

Areas for improvement

The service should consider ways in which management and leadership issues could be more explicitly addressed in feedback mechanisms such as service users questionnaires and in feedback from families. See Recommendation below.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The provider should make feedback on management and leadership issues a clearer part of its feedback mechanisms from service users and families. National Care Standards: Housing Support Services: Care Standard Number 8 - Expressing your views.

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

The service has a number of quality assurance indicators in place.The outcome of these was that the manager had a clear view of the strengths of the service and the areas where there could be improvement.

Accident and incident records were viewed and were well recorded. These showed a low occurence of such events.

The system of spot checks on service delivery is also used for quality assurance purposes.

Momentum has a care management audit tool. This provides audit in a number of areas including health and safety, personnel files, support planning and participation indicators. For each of these headings, the service is given a percentage score which is shown alongside the score from the previous month.

There is also a system of manager's monthly reports. This includes recording areas such as complaints and compliments and training events completed and number of staff members attending them.

Areas for improvement

The service seeks the views of service users and carers. They could identify who are other stakeholders in the service such as care managers and health professionals and seek ways to find their views of the quality of service.

Grade awarded for this statement: 4 - 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

No additional information recorded.

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 the Care Inspectorate re-grading a Quality Statement within the Quality of Management and Leadership Theme (or for childminders, Quality of Staffing Theme) as unsatisfactory (1). This will result in the Quality Theme being re-graded as unsatisfactory (1).

5 Summary of grades

Quality of Care and Support - 4 - Good	
Statement 1	4 - Good
Statement 3	4 - Good
Quality of Staffing - 4 - Good	
Statement 1	4 - Good
Statement 3	4 - Good
Quality of Management and Leadership - 4 - Good	
Statement 1	4 - Good
Statement 4	4 - Good

6 Inspection and grading history

Date	Type	Gradings	
4 Oct 2012	Unannounced	Care and support Staffing Management and Leadership	4 - Good 4 - Good 4 - Good
30 Jun 2011	Announced (Short Notice)	Care and support Staffing Management and Leadership	3 - Adequate 3 - Adequate 3 - Adequate
6 Sep 2010	Announced	Care and support Staffing Management and Leadership	2 - Weak 3 - Adequate 2 - Weak
24 Mar 2010	Announced	Care and support Staffing Management and Leadership	2 - Weak 2 - Weak 2 - Weak
16 Mar 2009	Announced	Care and support Staffing	3 - Adequate 4 - Good

		Management and Leadership 3 - Adequate

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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本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.

Telephone: 0845 600 9527
Email: enquiries@careinspectorate.com
Web: www.careinspectorate.com