

GMD Community Services Housing Support Service

Coatbridge

Type of inspection: Announced (short notice)
Inspection completed on: 24 November 2016

Service provided by:
GMD Community Services

Service provider number:
SP2007009392

Care service number:
CS2007164062

About the service

GMD Community Services registered with the Care Inspectorate in August 2011 and became an active service from 2 April 2014. It is registered as a combined housing support and care at home service. This service currently supports twelve service users including older people, people who are profoundly deaf and someone with multiple sclerosis. The manager and eight staff provide the support.

The service's mission statement was -

'For all individuals to be given choice and control whilst maintaining independence and participation in how they wish their care to be delivered.'

Aims and objectives were -

'To meet all regulations and requirements set out by our overseeing bodies.

To provide a high quality care service to clients and their families.

To provide advice and guidance on all relevant support requirements.

To provide support and training to our staff team.

To develop a good working staff ethos.

To develop networks with a wide range of organisations to public, private and voluntary sector.

To develop our company while maintaining a high standard.'

What people told us

We spoke with several people who use service and their family members during the inspection.

They told us the following:

'It is a very consistent and considerate service.'

'I always feel that I am given the utmost care in every way.'

'Excellent staff, always feel good in their presence.'

'The staff are very attentive. Very friendly while at the same time getting the job done.'

'The quality of the support is great.'

'I couldn't recommend them more highly.'

'Brilliant service.'

'The support has made a huge difference, we don't need to worry anymore.'

Self assessment

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of staffing	5 - Very Good
Quality of management and leadership	4 - Good

Quality of care and support

Findings from the inspection

The service was providing a very good level of support which was helping people to achieve their personal outcomes. The people we spoke with told us that they were receiving high quality care. This had improved their well-being, maintained their health, helped them get out more and made them feel more positive. Family members felt more confident that their relatives were being well-looked after. The quality of the support was underpinned by small and consistent staff teams.

The service had outcomes focussed support plans which provided staff with very good information about the support to be provided which ensured consistency. There was also very good detail about the person's life story and interests. There was also a section on how the person felt about receiving the support. This allowed staff to gain a sense of the person as an individual which enhanced the social contact. People told us that the manager and the staff who would be supporting them met with them before the support began. This ensured the correct information about what support was required and what people wanted from it was obtained from the outset. People also received a detailed Welcome Pack when they joined the service which told them what they could expect from the service and staff.

There were some areas where the service could improve their records and processes. Although the service had outcomes focussed support plans and was supporting people towards these outcomes, this progress was not always being captured at the review stage. Also, some of the stated outcomes were outputs. The service should look at how they can improve the recording of the positive impact they are clearly having. They should also date the support plans and ensure they are updated if any changes to the support are identified at the review. Some of the detail on the medication records could also be improved.

Some of the people the service support do not have capacity and family members hold Power of Attorney or Guardianship to act on their behalf. The service should ensure that full information about the person's capacity and the powers family members hold are held in the support plan, to ensure that people's rights are being respected.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 4

1. The service should improve how they capture the progress being made towards the personal outcomes at the review stage. They should also ensure that outcomes not outputs are recorded.

National Care Standards, Care at home, Standard 3, Your personal plan. National Care Standards, Housing support services, Standard 4, Housing support planning.

2. The service should ensure that all support plans are dated and that the plans are updated when any changes are identified at the review.

National Care Standards, Care at home, Standard 3, Your personal plan. National Care Standards, Housing support services, Standard 4, Housing support planning.

3. The Medication Administration Records (MAR) sheets should have the full information about the medication rather than just the name recorded.

National Care Standards, Care at home, Standard 3, Your personal plan. National Care Standards, Housing support services, Standard 4, Housing support planning. National Care Standards, Care at home, Standard 4, Management and staffing. National Care Standards, Housing support services, Standard 3, Management and staffing arrangements.

4. The support plans should have a section which gives full information about the person's capacity and also full details of the powers held by any family members. A copy of the appropriate documentation granting them those powers should also be held.

National Care Standards, Care at home, Standard 3, Your personal plan. National Care Standards, Housing support services, Standard 4, Housing support planning.

Grade: 5 - very good

Quality of staffing

Findings from the inspection

The service had a well-trained and motivated staff team who were committed to providing high quality care. From our conversations with people using the service and their family members, it was clear that they held the staff in high regard. Staff had developed very good relationships with the people they supported which meant that the people using the service valued the social contact, as well as the practical support. Staff were described as being person-centred, respectful and reliable. There were small consistent staff teams which ensured that the quality of the care was maintained.

Staff received very good induction and training when they started with the service. There was training in a wide range of areas. Although, the service should change Adult Support and Protection training so it is done face-to-face. There were also extensive codes of practice and conduct that staff had to adhere to. When staff began supporting a person, they were given sufficient time to read the support plans and could shadow as long as felt necessary.

Staff felt that they were well-supported by their manager. She was very visible and easily contactable for advice. There was regular supervision which staff felt was an open forum where they could discuss their own well-being and practice. Staff also felt that they supported each other well. Staff were told when they were doing a good job and the service had recently started a carer of the month award based on nominations from people using the service.

The service was involving a service user and family member in the interview for the new registered manager. The service needs to extend this to the recruitment of all staff. This should include being involved in job adverts, job descriptions, asking their own questions at interviews and in the final decision.

Although staff received regular supervision, this could be enhanced with more evidence of staff reflecting on their practice. This opportunity for reflection should be extended to incident reporting and team meetings. Reflection is an important aspect of support work so should be developed. 360 degree feedback should also be developed to feed into staff supervision and development.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 4

1. The service needs to ensure that people using the service and their families participate in all aspects of recruitment including job adverts, job descriptions, asking their own questions at interviews and in the final decision.

National Care Standards, Care at home, Standard 4, Management and staffing. National Care Standards, Housing support services, Standard 3, Management and staffing arrangements.

2. The service should look to do Adult Support and Protection training face-to-face rather than online so staff have the opportunity to discuss the dilemmas in relation to this area and the reporting process.

National Care Standards, Care at home, Standard 4, Management and staffing. National Care Standards, Housing support services, Standard 3, Management and staffing arrangements.

3. The service should evidence staff reflection in supervision, team meetings and incident reporting.

National Care Standards, Care at home, Standard 4, Management and staffing. National Care Standards, Housing support services, Standard 3, Management and staffing arrangements.

4. Service should introduce 360 degree feedback which should then formally feed into staff supervision and development.

National Care Standards, Care at home, Standard 4, Management and staffing. National Care Standards, Housing support services, Standard 3, Management and staffing arrangements.

Grade: 5 - very good

Quality of management and leadership

Findings from the inspection

The service had good processes in place to ensure that all stakeholders participated in quality assuring the service on a regular basis and ensuring that standards were maintained. Six monthly questionnaires were issued to people using the service and their families to obtain feedback. The response rate to the last set issued was very high. We read that all the responses were very positive about the service and the staff. Staff had also received questionnaires asking them if they felt well supported and what could be done to improve the service.

The responses were again positive. The service should ensure that more staff participate in this. There was one completed questionnaire from a social worker. This was very positive about the service describing the service being of a very high standard. Again the service needs to increase the number of responses. We were told by people using the service that they were regularly asked if they were happy with the quality of the service and we read that their views were also obtained at the six-monthly reviews.

People using the service and the staff felt that it was a well-managed service which underpinned the quality of the support received. Communication by the manager of the service was highlighted as a strength. There was a regular newsletter which kept people up-to-date with service developments and promoted participation.

Although, the service was receiving regular feedback, it was not clear how this being brought together in a systematic way. The service should develop an overarching quality assurance process which brings together all feedback and develops action plans. This process should also capture the positive outcomes at an overall service level that people are being supported to achieve.

There was a participation strategy in place but this needs to be expanded to detail how the service will develop participation through co-production.

The service also needs to develop an audit process covering files and medication records. This will ensure that standards in relation to these is maintained.

The service had an extensive range of policies to support staff in their practice. However, some of these policies could be developed further and recommendations have been made in relation to this. They could also consider introducing tests in respect of certain important policies to enhance the staff understanding of them.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 5

1. The service should develop an overarching quality assurance process which brings together all feedback and develops action plans. This process should also capture the positive outcomes at an overall service level that people are being supported to achieve.

National Care Standards, Care at home, Standard 4, Management and staffing. National Care Standards, Housing support services, Standard 3, Management and staffing arrangements.

2. The participation strategy needs to be expanded to detail how the service will develop participation through co-production.

National Care Standards, Care at home, Standard 4, Management and staffing. National Care Standards, Housing support services, Standard 3, Management and staffing arrangements.

3. The service also needs to develop an audit process covering files and medication records. This will ensure that standards in relation to these is maintained.

National Care Standards, Care at home, Standard 4, Management and staffing. National Care Standards, Housing support services, Standard 3, Management and staffing arrangements.

4. Some of the service's policies need to be developed further. The child protection policy needs to emphasise the importance of reporting concerns immediately. The restraint policy needs more detail including emphasising the importance of a multi-disciplinary approach. The medication policy needs amending to highlight that when as required medication is administered the time it is given should always be recorded. There should be more detail on recording, in particular, that staff should check that the person has taken the medication before recording it. The guidelines in relation to dosette boxes needs to be incorporated into the policy. There also needs to be a human rights policy.

National Care Standards, Care at home, Standard 4, Management and staffing. National Care Standards, Housing support services, Standard 3, Management and staffing arrangements.

5. The service should consider introducing tests in relation to certain policies to enhance staff understanding of them.

National Care Standards, Care at home, Standard 4, Management and staffing. National Care Standards, Housing support services, Standard 3, Management and staffing arrangements.

Grade: 4 - good

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

Previous requirements

Requirement 1

The service should ensure that the reviews of support plans and risk assessments take place every six months. The reviews should cover the outcomes identified in the action plans and the views of the service user and their family are clearly evidenced.

This is in order to comply with Scottish Statutory Instruments (SSI) 2011. No. 210. The Social Care and Social Work Improvement Scotland (SCSWIS) (Requirements for Care Services) Regulations 2011. Regulation 5(2)(b) - a regulation regarding the reviews of personal plans.

Timescale for implementation: 25 February 2016

This requirement was made on 5 January 2016.

Action taken on previous requirement

The reviews are now taking place six-monthly although the service could improve the recording of the discussions on the progress being made towards personal outcomes so a recommendation has been made in this report specifically relating to that.

Met - within timescales

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

Previous recommendations

Recommendation 1

The service should ensure that participation is formally evidenced in-line with the service's participation strategy.

National Care Standards, Care at home, Standard 11, Expressing your views. National Care Standards, Housing support services, Standard 8, Expressing your views.

This recommendation was made on 5 January 2016.

Action taken on previous recommendation

This recommendation had been partially met and another recommendation has been made in this report.

Recommendation 2

The support plans could be improved with a section relating to capacity and who had the power to act on someone's behalf so the service could ensure that people's rights were being respected.

National Care Standards, Care at home, Standard 3, Your personal plan. National Care Standards, Housing support services, Standard 4, Housing support planning.

This recommendation was made on 5 January 2016.

Action taken on previous recommendation

This recommendation had been partially met so another recommendation has been made in this report.

Recommendation 3

The service should follow the Care Inspectorate guidance on medication recording in relation to dosette boxes.

National Care Standards, Care at home, Standard 4, Management and staffing. National Care Standards, Housing support services, Standard 3, Management and staffing arrangements.

This recommendation was made on 5 January 2016.

Action taken on previous recommendation

This recommendation had been met.

Recommendation 4

A section should be added to the service agreement to highlight that staff will treat service users and their families with dignity and respect. The service should ensure that there is a signed service agreement in place for every service user.

National Care Standards, Care at home, Standard 4, Management and staffing. National Care Standards, Housing support services, Standard 3, Management and staffing arrangements.

This recommendation was made on 5 January 2016.

Action taken on previous recommendation

This recommendation had been met.

Recommendation 5

The service should ensure that service users are involved in all recruitment including internal posts, that as many people take part as possible and that they are involved in the whole process including job descriptions, adverts, interviewing and in the final decision. This needs to be fully evidenced.

National Care Standards, Care at home, Standard 4, Management and staffing. National Care Standards, Housing support services, Standard 3, Management and staffing arrangements. National Care Standards, Care at home, Standard 11, Expressing your views. National Care Standards, Housing support services, Standard 8, Expressing your views.

This recommendation was made on 5 January 2016.

Action taken on previous recommendation

This recommendation had been partially met so another recommendation has been made in this report.

Recommendation 6

The service should look to develop 360 feedback so that all service users and other staff contribute to the assessment of staff and managers.

National Care Standards, Care at home, Standard 4, Management and staffing. National Care Standards, Housing support services, Standard 3, Management and staffing arrangements. National Care Standards, Care at home, Standard 11, Expressing your views. National Care Standards, Housing support services, Standard 8, Expressing your views.

This recommendation was made on 5 January 2016.

Action taken on previous recommendation

This recommendation had not been met so another recommendation has been made in this report.

Recommendation 7

The service should ensure that staffing is covered in any surveys that they undertake.

National Care Standards, Care at home, Standard 4, Management and staffing. National Care Standards, Housing support services, Standard 3, Management and staffing arrangements. National Care Standards, Care at home, Standard 11, Expressing your views. National Care Standards, Housing support services, Standard 8, Expressing your views.

This recommendation was made on 5 January 2016.

Action taken on previous recommendation

This recommendation had been met.

Recommendation 8

The service should ensure that all staff receive training in Adult Support and Protection as soon as possible after they have started with the service. Training on dementia is also required. The service should adapt their training plan to ensure that when refresher training is required is identified.

National Care Standards, Care at home, Standard 4, Management and staffing. National Care Standards, Housing support services, Standard 3, Management and staffing arrangements.

This recommendation was made on 5 January 2016.

Action taken on previous recommendation

This recommendation had been met.

Recommendation 9

The service's policies should be updated in line with Paragraphs 4 and 5 in 'Areas for Improvement'.

National Care Standards, Care at home, Standard 4, Management and staffing. National Care Standards, Housing support services, Standard 3, Management and staffing arrangements.

This recommendation was made on 5 January 2016.

Action taken on previous recommendation

This recommendation had been partially met so another recommendation has been made in this report.

Recommendation 10

The service needs to ensure that supervision evidences that staff are regularly reflecting on their practice.

National Care Standards, Care at home, Standard 4, Management and staffing. National Care Standards, Housing support services, Standard 3, Management and staffing arrangements.

This recommendation was made on 5 January 2016.

Action taken on previous recommendation

This recommendation had not been met so another recommendation has been made in this report.

Recommendation 11

The service should work to a co-production model and look at ways to involve service users and their families, if appropriate, in the service such as induction, training, developing policies and procedures, and all other aspects of how the service is managed.

National Care Standards, Care at home, Standard 4, Management and staffing. National Care Standards, Housing support services, Standard 3, Management and staffing arrangements. National Care Standards, Care at home, Standard 11, Expressing your views. National Care Standards, Housing support services, Standard 8, Expressing your views.

This recommendation was made on 5 January 2016.

Action taken on previous recommendation

This recommendation had not been met so another recommendation has been made in this report.

Recommendation 12

The service needs to develop 360 degree feedback so that it is part of the appraisal of managers so that service users, family members and staff can participate in the assessment of the management and leadership of the service.

National Care Standards, Care at home, Standard 4, Management and staffing. National Care Standards, Housing support services, Standard 3, Management and staffing arrangements. National Care Standards, Care at home, Standard 11, Expressing your views. National Care Standards, Housing support services, Standard 8, Expressing your views.

This recommendation was made on 5 January 2016.

Action taken on previous recommendation

This recommendation had not been met so another recommendation has been made in this report.

Recommendation 13

The service should consider developing staff supervision to obtain regular feedback from staff about the service. They should also ensure that regular team meetings take place so that staff have the opportunity to contribute to service development and also reflect on their practice. The service should evidence how issues raised with staff fed into quality assurance.

National Care Standards, Care at home, Standard 4, Management and staffing. National Care Standards, Housing support services, Standard 3, Management and staffing arrangements.

This recommendation was made on 5 January 2016.

Action taken on previous recommendation

This recommendation had been met.

Recommendation 14

The service should consider obtaining regular feedback about the service from other professionals.

National Care Standards, Care at home, Standard 4, Management and staffing. National Care Standards, Housing support services, Standard 3, Management and staffing arrangements.

This recommendation was made on 5 January 2016.

Action taken on previous recommendation

This recommendation had been met.

Recommendation 15

They will also need to develop a system for capturing quality assurance data at an overall service level in respect of the outcomes identified in support plans to monitor whether or not they are being met.

National Care Standards, Care at home, Standard 4, Management and staffing. National Care Standards, Housing support services, Standard 3, Management and staffing arrangements.

This recommendation was made on 5 January 2016.

Action taken on previous recommendation

This recommendation had not been met so another recommendation has been made in this report.

Recommendation 16

Incident reporting would be improved by better staff reflection and having prompts to consider whether the support plan and/or risk assessment needs updated, if there are Adult Support and Protection concerns and whether the Care Inspectorate should be notified.

National Care Standards, Care at home, Standard 4, Management and staffing. National Care Standards, Housing support services, Standard 3, Management and staffing arrangements.

This recommendation was made on 5 January 2016.

Action taken on previous recommendation

This recommendation had been met.

Recommendation 17

The service should ensure that it follows the Care Inspectorate notification procedure.

National Care Standards, Care at home, Standard 4, Management and staffing. National Care Standards, Housing support services, Standard 3, Management and staffing arrangements.

This recommendation was made on 5 January 2016.

Action taken on previous recommendation

This recommendation had been partially met so the manager has been reminded of the circumstances when notifications should be made.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings	
18 Nov 2015	Announced (short notice)	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	3 - Adequate
5 Dec 2014	Announced (short notice)	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good

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