

Neighbourhood Networks in Scotland Ltd Housing Support Service

Pavillion 5A
Moorpark Court
Dava Street
Govan
Glasgow
G51 2JA

Telephone: 0141 440 1005

Type of inspection: Unannounced
Inspection completed on: 13 October 2017

Service provided by:
Neighbourhood Networks in Scotland
Ltd

Service provider number:
SP2004005422

Care service number:
CS2003053949

About the service

Neighbourhood Networks in Scotland Ltd has been registered with the Care Inspectorate since April 2011. This support service covers areas in both the east and west of the central belt of Scotland with the organisation's office base being located in the Govan area of Glasgow.

The approach of Neighbourhood Networks is based upon the importance of enabling mutual support amongst network members, and the renewal of neighbourhoods and their wider communities. There is an emphasis on identifying and highlighting the life skills individuals have, increase self-esteem, build new friendships and reduce isolation.

The aim is to assist vulnerable or excluded people who are living in their own homes and require lower levels of support and do not require assistance with personal care.

We visited local peer group networks in Clydebank and Old Kilpatrick West Dunbartonshire, Giffnock East Renfrewshire and Bellshill North Lanarkshire which were facilitated by a Community Living Worker (CLW). There are further networks in East Lothian, Midlothian and Glasgow.

The voluntary organisation has a Board of Trustees who supports the day to day structure of service, Director and Depute Director, Network Managers and administrative support. Since the last inspection they have taken part in an annual retreat where they reviewed their improvement and development plan, decided where to go next and have piloted the changes to the proposed new senior management structure and evaluated the success or otherwise of this strategic planning.

What people told us

Prior to the inspection we received 33 completed care standards questionnaires from people who use the service across the Central Belt.

During the inspection we were invited to attend four network group meetings and spoke with 29 people who use the service. Feedback from all persons was very positive regarding the service they receive.

"Staff listened to them and offered support"

"Made friends and like learning to budget, shop and cook for others in the network, learn the keyboard, going swimming or to the pictures or local pub, and attend other events in the community"

"Every Network group will be represented at the Quality Street conference in October and everyone is looking forward to taking part and being on the stage at Angels and Aeroplanes next summer in the Mitchell Theatre".

Self assessment

Services were not required to submit a self-assessment during the period 2017-2018.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of staffing	6 - Excellent
Quality of management and leadership	not assessed

What the service does well

People who experienced this service did achieve positive outcomes. The network members told us that they had taken part in developing their own support plans and regularly attend review meetings. The support plans sampled were completed to a high standard and the contents very informative to enable staff to provide person centred support to ensure an individual reaches their potential and personalised goals, and quantify the measurable changes in each individual's life.

People told us they received support as and when they should require from either the Community Living Worker, Associates who are members who share their skills, knowledge and experiences gained through their own journey, and their friends and peers within the Network groups.

Some members explained they had been elected to the post of "Netreps" by their peers, attend the Joint Network meeting and become members of The Board. Others told that they had participated in the interview process for new staff and Board members. A member explained that they had hosted visitors from Europe and were now supporting them to start up Networks in Finland.

People told us that staff treated them with dignity and respect, they were well informed, felt listened to, valued and supported by well trained staff. The staff who participated in the inspection, were knowledgeable and observed to respond in a positive manner to the social needs of each member attending the local meetings. Staff told us they felt valued by the provider and the people who use the service, they received high quality training to do their job effectively and to meet individuals assessed needs.

There was excellent practice by staff who facilitated the Network meetings visited in the community, encouraging conversation, inclusion and reduce social isolation, and to ensure individuals good health and wellbeing through dining together.

Those attending the local Network meetings told us that their opinions were sought which results in the activities being updated to meet the individuals and groups preferred choices. The staff and the provider asked for and listened to members' views through new technology such as social media, various meetings, surveys and questionnaires.

People who use the service told us they knew how to make a complaint and if they ever required doing so they would speak to the Community Living Worker or the Network Manager.

The provider completed a series of audits to protect the health and wellbeing of the people who use the service and ensure the members were kept safe.

What the service could do better

The service told us that members who use the service have told them that they are not happy with the present support plans. They commented on the style, size, necessity for individuals to have one and the frequency and intrusion to review every six months.

The service has acknowledged this feedback and added it to their continuous service improvement plan. They propose to consult with people who use the service and all stakeholders to review the documentation and processes that are presently in place. They plan to find a format that creates an informative and slimline support plan for each individual.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

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

Inspection and grading history

Date	Type	Gradings	
28 Sep 2016	Unannounced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
25 Aug 2015	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good

Date	Type	Gradings	
18 Jul 2014	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 5 - Very good 5 - Very good
5 Aug 2013	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good
30 Jul 2012	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good
21 Oct 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed Not assessed
17 Feb 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
25 Mar 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

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.