

Wallace of Campsie House Housing Support Service

30 East Campbell Street
Glasgow
G1 5DT

Telephone: 0141 552 4301

Type of inspection: Unannounced
Inspection completed on: 19 November 2017

Service provided by:
Salvation Army

Service provider number:
SP2004005634

Care service number:
CS2007152495

About the service

Wallace of Campsie is a male only emergency homelessness accommodation registered with the Care Inspectorate to provide a housing support service. It is provided by the Salvation Army organisation. It operates across two services, one being the main hostel with 52 single occupancy flats in the Gallowate area where there are communal areas including a sitting area, garden, gymnasium and laundry facility and a prayer room. The other part of the housing support service is in single occupancy flats in the Springburn area of Glasgow. The needs of the people supported vary considerably.

The staff team support people to access a range of services, including housing and benefits advice and health services. Although the Salvation Army is a Christian organisation, it is adapting to meet the needs of people with different faiths.

The service has a mission statement which includes:

"Wallace of Campsie House will provide accommodation for homeless people in a caring environment where individuals will be helped and encouraged to reach their full potential regardless of age, race, colour, creed or sexual orientation."

The service aims to be an integral and proactive part of the Glasgow Homeless Project.

Requirements and recommendations:

If we are concerned about some aspect of a service, or think it needs to do more to improve, we may make a recommendation or requirement.

- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service based on best practice or the National Care Standards.
- A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reform (Scotland) Act 2010 ("the Act") and secondary legislation made under the Act, or a condition of registration. Where there are breaches of Regulations, Orders or conditions, a requirement may be made. Requirements are legally enforceable at the discretion of the Care Inspectorate."

What people told us

The service users we spoke with were complimentary about the support that they received and what it had meant for them. People received help to address financial matters, physical and mental health issues and gave confidence to try new experiences. This demonstrated how effectively the service was working in meeting people's outcomes in a person centred way.

Comments included:

"They know my situation and that helps."

"staff are brilliant."

"staff are always willing and available to talk with."

"staff have encouraged me to get out and maintain good routines."

"I feel safe now."

"staff ask everyday how I am and really mean it."

Self assessment

We saw clear evidence of information previously used for self-assessments from the provider had been incorporated into the service plan 2017/18. We were satisfied with the way the provider had completed this and with the relevant information included, there were clear examples of positive outcomes achieved. The provider identified what it thought the service did well, areas for development and changes that it had planned.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of staffing	not assessed
Quality of management and leadership	4 - Good

What the service does well

Interviews with service users confirmed that the service manager and staff listen to their wishes and, where possible, act on these. The management team works to ensure that everyone has a say in how the service is run. The service gathered information from service users and others in relation to how satisfied individuals were with the service provided on a regular ongoing basis. Each service user had a care plan which told their 'life history' and identified their needs and outlined what the service would do to meet those needs. The care plan was informed by risk assessments which were undertaken on a regular basis to ensure that all service users were assessed for risk with mobility, moving and assisting and limits to freedom.

The care plans were sampled throughout the inspection and gave very good evidence of service users' individual needs being responded to. The care plan was reviewed and updated on a regular basis with service users and relevant professionals participating in the review. We found that care plan information was generally in a good level of person centred detail. Each person had a care plan with information about them and their life before coming into the service. Risk assessment in relation to service users' safety, behaviours which could be challenging, moving and assisting and outings were in place. We noted that updated review minutes were held.

The provider had a broad range of policies and procedures to support service users' health and wellbeing needs. The risk assessments sampled demonstrated evidence of reduction in risk exposure through control measures, such as the provision of alerting equipment or the commencement of alternative activities. As stated by the manager and confirmed through interviews and records held, they involve their people in the care planning process at all stages to ensure that they are working in partnership to support the goals identified. In conversation, staff presented as being dedicated to their role, having a high level of motivation, enthusiasm and direction.

The service had developed an operational action plan that highlighted areas for development and showed how much progress had been made. The service should consider having service users having a clear input into the service plans to evidence their roles in shaping future performance. All staff were clear regarding the service's aims and objectives and how they contributed towards meeting these. The care plans are evolving documents which are being constantly developed. We found that care plan information included good detail of individual preferences in relation to activities, outings and lifestyle choices.

What the service could do better

The staff team should include within their service development plans, systems to increase the frequency of using observations of practice to evidence competency to demonstrate that training accessed has helped shape working practices. This will enable staff to receive feedback on their performance while providing clear documentation to evidence sustained and effective team work. (See recommendation 1). Discussions with staff should take place to explore the format and content documented in meetings to reduce duplication while increasing opportunities to document outcomes achieved. (See recommendation 2).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The service should continue to provide opportunities managers undertaking key work observations and the staff team recording with more frequency reflective accounts to demonstrate that theory has informed working practices. This will enable staff to be observed and receive feedback on their performance and provide qualitative evidence to meet registration requirements.

National Care Standards, Housing support services, Standard 3: Management and staffing arrangements.

2. The service should explore minute taking skills with the staff team and provide training opportunities if needed to maintain a consistent format throughout the organisation that helps everyone in the service to readily see the positive outcomes achieved.

National Care Standards, Housing support services, Standard 3: Management and staffing arrangements.

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	
1 Feb 2016	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	4 - Good
3 Oct 2013	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
16 Sep 2011	Unannounced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
19 Jan 2011	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
3 Feb 2009	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	5 - Very good

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