

## Batson Street Project Care Home Service

74 Batson Street  
Govanhill  
Glasgow  
G42 7HG

Telephone: 0141 423 1413

Type of inspection: Unannounced  
Inspection completed on: 14 March 2018

**Service provided by:**  
The Mungo Foundation

**Service provider number:**  
SP2003000182

**Care service number:**  
CS2003000898

## About the service we inspected

This service registered with the Care Inspectorate on 1 April 2011.

Batson Street Project is provided by The Mungo Foundation and the accommodation is provided by Govanhill Housing Association.

The accommodation comprises of two multi-occupancy houses, one sited in Batson Street and the other in Govanhill Street. Staff members are available over 24 hours. At the time of the inspection there were 12 service users.

The aim of the service is to provide a safe and caring environment in which the service users are encouraged to maintain independence and experience enhanced life opportunities from the support offered by staff members. The service has good links with other supporting agencies such as, health and psychiatric services and social work services.

## How we inspected the service

Observation of the garden area at Batson Street accommodation  
Observation of public areas, kitchens, lounges, shower and bathrooms in both premises  
Observation of food temperature records in both premises  
Observation of cleaning schedules in both premises  
Discussion with service users (4)  
Discussion with staff (4)

## Taking the views of people using the service into account

People we spoke to were positive about the care and support they received at the service. They told us that staff looked after them well, helped them to do the things they wanted to do and supported them to become more independent in areas such as, going out independently, shopping, cooking and looking after their bedroom accommodation.

## Taking carers' views into account

There were no carers present during this inspection.

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

### Previous requirements

#### Requirement 1

In order that service users receive a good quality of care, they must be able to have access to internal and external premises that are fit for the purpose and stated aims of the service. In relation to mental health recovery and wellbeing, the availability of usable outdoor space is an important resource.

The provider must ensure that the premises provided, specifically the outdoor garden area at Batson Street, are fit for purpose and are suitable to achieve the stated aims and objectives of the service.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) Regulation 10(2)(a)(b) Fitness of premises.

**Timescale for completion: within three months of receipt of this report.**

**This requirement was made on 26 May 2017.**

#### Action taken on previous requirement

The provider had responded positively to the requirement.

Work had been completed to tidy up the garden and make it a more pleasant place to sit. Outdoor seating, a pleasant water feature and large wooden planters had been installed. We heard that arrangements had been made for the ongoing maintenance of the garden area. It is expected that when the weather improves and plants and baskets in bloom that the garden area will be a pleasant and useful resource. Staff discussed plans to further develop the garden area with the aim of encouraging people who live in the project to become involved in growing their own produce.

**Met - within timescales**

#### Requirement 2

In order that service users receive a good quality of care they must have clean living areas, clean equipment and suitable food hygiene practices.

The provider must ensure that where communal showering equipment is in use this is appropriately cleaned to prevent cross infection, food temperature checks and corresponding records must be maintained and a schedule of thorough cleaning must be in effect.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) Regulation 4(d) Welfare of users.

**Timescale for completion: immediately upon receipt of this report.**

**This requirement was made on 26 May 2017.**

## Action taken on previous requirement

Some aspects of this requirement is: met.

We found communal showers, shower chair and bathrooms to be clean. The kitchen and lounge areas were also cleaned to a satisfactory standard. New blinds had been purchased for the lounge area in the Batson Street accommodation. We noted that some of the seating was tired and worn and would benefit from replacement. Overall, the Batson Street accommodation was clean and warm, however, the addition of more homely touches may make the lounge area more appealing to service users.

This element of the requirement is: met.

Food temperature records were not well maintained.

This element of the requirement is: repeated.

We saw that cleaning schedules had been implemented. This included daily task sheets for staff and separate schedules for each individual's bedroom area. These were not consistently completed. One individual we spoke with confirmed the cleaning arrangements for their bedroom.

This element of the requirement is: repeated.

**Not met**

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

## Previous recommendations

There are no outstanding recommendations.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://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
26 Apr 2017	Unannounced	Care and support 4 - Good Environment 3 - Adequate Staffing Not assessed Management and leadership Not assessed
15 Apr 2016	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
17 Apr 2015	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
22 Jul 2014	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
15 Oct 2013	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 4 - Good Management and leadership 5 - Very good
10 Jan 2013	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
14 Dec 2011	Unannounced	Care and support 5 - Very good Environment Not assessed

Date	Type	Gradings	
		Staffing Management and leadership	4 - Good Not assessed
21 Jul 2011	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 4 - Good Not assessed
16 Dec 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed Not assessed
2 Aug 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed 4 - Good
28 Jan 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 3 - Adequate Not assessed
19 Aug 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 3 - Adequate 4 - Good
12 Mar 2009	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed Not assessed 4 - Good
22 Oct 2008	Announced	Care and support Environment Staffing Management and leadership	4 - Good 5 - Very good 4 - Good 4 - Good

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Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

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