

Newlands Community Support Service Housing Support Service

73 Monreith Road
Glasgow
G43 2PE

Telephone: 0141 423 0949

Type of inspection:

Unannounced

Completed on:

26 May 2018

Service provided by:

Simon Community Scotland

Service provider number:

SP2003000169

Service no:

CS2008171412

About the service

Newlands Community Support Service is registered as a housing support and care at home service, in the south side of Glasgow, and provides support to people who are homeless, and who have complex needs associated with their homelessness. The service is provided by the Simon Community Scotland.

The service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011. At the time of the inspection the service offered support to seven people using the resettlement service located at the office base, and supported 10 people as part of the outreach service.

The aim of the service is to assist people in maintaining their own tenancies and provide enhanced life opportunities. The service has links with other supporting agencies such as; health, psychiatry, addiction services and social work services.

What people told us

"Staff in general are helpful and do their best."

"I can't praise the service enough."

"I'm content at the moment as I trust the staff."

"A lot of improvement (regarding) the refurbishment of the home, it's a lot more relaxed now."

"Communication is brilliant."

Self assessment

The Care Inspectorate did not require a self assessment for this inspection year.

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	6 - Excellent

What the service does well

We saw positive interactions between staff and service users and this created a friendly and relaxed atmosphere within the home. People told us that they feel safe with communicating worries to the staff team as staff 'take time to really listen.'

How people spend their day is important in maintaining people's wellbeing and there was very good evidence that people were able to spend time doing things that they liked to do, for example, fishing and attending discussion groups. Care plans identified what people's interests were and staff explained how they supported people to do these activities.

Service users discussed how they had developed confidence to do things that they had not for a number of years, for example, "I went with a member of staff using the bus and now do this by myself." People told us that they are treated with respect and were confident that the staff understood what their needs were and what was important to them.

Staff readily detailed likes, dislikes and preferences of people who live here and how care and support is individualised to meet identified needs. Some other examples of very good outcomes achieved included staff enabling and accepting behaviours that were challenging to ensure that distress experienced by the person reduced dramatically. Consistently we were told that all staff are experienced and therefore able to provide strong leadership. Staff were eager to support improvement to enhance skills and learn new approaches. The staff said that they felt supported by the manager and gave examples of the manager being open to suggestions and will encourage them to think through problems to look for solutions. They were observed consistently to be warm, caring and respectful not only to the people using the service but in their interactions with each other.

The service had regularly distributed questionnaires to gain feedback from service users, families and other relevant professionals about the quality of the service provided. Those returned were favourable regarding the quality of service provided. This was part of their systems in place to help shape the service plan. The service remains committed to an improvement agenda. Satisfaction with the service is very high and the management and staff team are always looking at ways that the service could improve for the benefit of the people accessing this resource.

What the service could do better

The service should continue to provide opportunities for staff observations to help the staff team recording reflective accounts to demonstrate that theory has informed working practices. This will enable staff to be observed and receive feedback on their performance.

The provider has developed a service improvement plan which looks at all aspects of the service. This gives service users clear information about the service to ensure that it meets the expectations and also ensures all information is shared when taking decisions. The service plans to maintain and increase opportunities in involving people in improving support. They know that to do this they will need to continue to be flexible about the ways they involve people, to keep up-to-date with current best practice in involving people and look at innovative ways they can encourage people to be as involved as possible.

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
30 May 2017	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
1 Jun 2016	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
22 May 2015	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
28 May 2014	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
7 May 2013	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 4 - Good
16 May 2012	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good

Date	Type	Gradings	
4 Jul 2011	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good Not assessed Not assessed 4 - Good
27 Oct 2010	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed Not assessed Not assessed
9 Nov 2009	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 4 - Good

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