

Allarton Care Home Service

19 Broomhill Gate
Partick
Glasgow
G11 7NU

Telephone: 0141 339 1383

Type of inspection:

Unannounced

Completed on:

23 May 2018

Service provided by:

Church of Scotland Trading as
Crossreach

Service provider number:

SP2004005785

Service no:

CS2003000915

About the service

Allarton is registered with the Care Inspectorate to provide support to 14 adults with mental health problems. The provider is Church of Scotland Trading as Crossreach.

The service has been operating since 2002 and registered with the Care Inspectorate since the Care Inspectorate was formed in 2011.

Allarton is situated in a residential area in Partick (Glasgow) and is close to shops, transport links and other public amenities. Whilst there is limited parking at the front of the building, off street parking can be easily accessed. An enclosed private garden is located to the rear of the building.

The home was purpose built for the service in 2017. Accommodation is provided over four floors with lift access. Staff office space and a visitors' room is located on the ground floor and the basement provides a larger lounge/meeting area with access to a kitchen and utility room. All 14 bedrooms are single with an en-suite toilet and shower. Four of the bedrooms have a facility that can be used to prepare food. Two communal bathrooms are available, with one having an assisted bath. A lounge area and kitchen/dining room is available on each of the floors where bedrooms are situated. Service users have access to a small designated smoking area on the top floor of the home.

At the time of this inspection support was being provided to 14 people.

The aim of Allarton is "to deliver a recovery based outcome model of support for each service user which is person centred. This will support the recovery model allowing service users to progress from intensive support to a lesser, more independent level of support providing the opportunity to build on personal skills and learning."

What people told us

Overall, feedback was positive and showed that people were generally happy with the quality of the service. Comments included:

"Been here for over a year now and doing a lot with my week - going to the gym, football and doing some boxing which I'm really enjoying. All the staff are great, and I get on with all the people I live with. My plan is to move on, but not just yet....I still get anxious and think this needs to get better before I leave."

"It's been really good since you were last here, I'm doing a couple of courses which is giving me something to look forward to....no complaints."

"Not doing so much with my week, and still planning to move on."

"I go out for coffees, not going to any classes or courses at the moment."

Self assessment

Although the service was not required to submit a self-assessment for the inspection, we discussed the merits on continuing to work on gathering evidence to support and explain grades and continuous improvement. This was acknowledged as helpful advice.

From this inspection we graded this service as:

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

What the service does well

We received positive feedback from service users about living in the home. People told us that they were involved in making decisions about their care and support. A survey had been sent to people to ask for their views on the service, and we could see action taken in response to people's comments. The external manager agreed to look at wider feedback from service users, relatives, staff and key agencies; in order to see how this was being used to influence continuous improvement of the service.

People should be sure that their health needs are well supported. We saw that both physical and mental health needs were reviewed on a regular basis by a range of healthcare professionals. An outcome focused tool was used as a basis for personal plans, which encouraged people to work together with staff on setting their goals and identifying risk. We met a service user who had made significant progress in his recovery since the last inspection. This had helped build up his confidence and belief that he would be able to move on from the service to more independent living.

How people maintain and develop interests, activities and what matters to them in a way that they like is important. People told us about enjoying their local community and taking part in social activities that they looked forward to. A service user had started a volunteer job, which had helped her feel that she was contributing as a citizen. Staff spoke about some progress in activities within the home, and thought that this could be enhanced further by bringing in external people for specific groups or activities that would benefit service users. The external manager agreed to look at this as part of service development.

People should be supported and cared for by staff who are known to them so that they experience consistency and continuity. Most of the staff had worked in the service for a number of years which contributed to people feeling safe and secure. During our visits we observed staff interacting with service users in a way that showed warmth, kindness and compassion.

What the service could do better

People should be empowered and enabled to be as independent and as in control of their lives as they want and can be. Whilst we found that some people were making good progress in their recovery and building on rehabilitation skills to cope with everyday life, we thought that this was an area that needed to be looked at for all service users in relation to outcomes. (See recommendation 1).

People should experience high quality care and support based on relevant evidence, guidance and best practice. Previously we had suggested that these areas relating to staff development are looked at as part of supervision, team meetings and the service improvement plan. Although we could see that the acting manager had recently devised an improvement plan, this had not yet been fully implemented to bring about the changes that we had highlighted for improvement regarding staff and service development. (See recommendation 2).

People should be confident that people who support them are encouraged to be innovative in the way that they are supported and cared for. The vision of the service and its aims and objectives continued to be an area that staff said could be made clearer. Comment was also made about the need to look at aspects of service leadership. This was shared with the external manager to take forward.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The management team, along with the staff team should review and evaluate outcomes for all people living in the home in order to:

- understand how people are being supported in a way that is recovery and rehabilitation focused
- support people to maximise their potential
- ensure that weekly planners are dynamic and capture what is being achieved from week to week, and identify when change or new experiences could be encouraged for people.

This ensures care and support is consistent with the Health and Social Care Standards, which state that 'I am empowered and enabled to be as independent and as in control of my life as I want and can be'. (HSCS 2.2)

2. In order that staff have the necessary information and skills to support and care for people in a way that is right for them, the provider should ensure that staff receive training and education that reflects the needs of people that they support and the aims and objectives of the service. Priority should be given to mental health and related approaches to rehabilitation and recovery, and be based on current best practice.

The impact of staff training and education should be evaluated as part of supervision, team meetings and service improvement to show what difference it is making to the quality of care provided to service users.

This ensures that care and support that is consistent with the Health and Social Care Standards, which state 'I experience high quality care and support based on relevant evidence, guidance and best practice. (HSCS 4.11).

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 Apr 2017	Unannounced	Care and support 4 - Good Environment 5 - Very good Staffing Not assessed Management and leadership Not assessed
4 May 2016	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
15 May 2015	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 5 - Very good Management and leadership 4 - Good
22 Sep 2014	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
15 May 2014	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
26 Nov 2013	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
31 May 2013	Unannounced	Care and support 4 - Good

Date	Type	Gradings	
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
19 Jul 2012	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
2 Jun 2011	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	3 - Adequate
2 Sep 2010	Unannounced	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
30 Jun 2010	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
8 Feb 2010	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
10 Jun 2009	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
6 Apr 2009	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	4 - Good
29 Sep 2008	Announced	Care and support	4 - Good

Date	Type	Gradings	
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	4 - Good

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