

## Glasgow Area 2 Housing Support Service

Community Integrated Care  
2000 Academy Park  
Gower Street  
Glasgow  
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Telephone: 0141 419 9401

**Type of inspection:**

Unannounced

**Completed on:**

20 August 2018

**Service provided by:**

Community Integrated Care

**Service provider number:**

SP2003002599

**Service no:**

CS2004073808

## About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services can be found on our website at [www.careinspectorate.com](http://www.careinspectorate.com)

The service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Glasgow Area 2 is an integrated service for Care at Home and Housing Support provided by Community Integrated Care, a not-for-profit UK support provider.

The service is provided for adults with a learning disability. Some of the people who use the service also have an additional physical or sensory impairment. It can also support up to 10 people with physical or mental health needs or acquired brain injury living in their own homes.

Glasgow Area 2 currently provides care and support to individuals or small groups of up to five people, located across 11 houses in Glasgow and one in Milton of Campsie, supported by five staff teams. The services are all provided 24 hours a day with a staff member providing either waking night or sleepover support. At the time of the inspection 34 people were being supported by the service.

The rented accommodation is provided by local housing associations. Each tenant has an individual tenancy agreement. The properties have been adapted to meet the needs of the individuals who live there.

The service aims to be tailored to the individuals' needs. The key objective of Community Integrated Care is "putting individuals first".

## What people told us

Prior to our inspection visits we attended the AIMS group, an inclusion group for people who use the service. We observed some very good interactions and saw that people experiencing the service were encouraged to make decisions.

During the inspection we met nine people in their own homes and observed warm, friendly, supportive interactions with staff. We received feedback from family carers through telephone interviews and questionnaires. Overall feedback was very positive and showed that people were happy with the quality of the service, the staff and managers. The comments we received included:

"My sister is happy and well taken care of."

"The support has made a big difference. He's much calmer."

"He used to have a wheelchair but when he moved there they got him out of the chair and he walks now."

"He gets to do a lot more activities than when he was at home. There's more going on in his life."

"He had health issues when he moved there but that's resolved. It's fantastic."

"Never thought I'd see the day when my daughter was out and about."

"The staff ..... I feel went above and beyond what anyone could have expected. The obvious concern for his wellbeing was shown without any doubt in my mind and I have been so grateful to them."

Feedback from external stakeholders we contacted was that there is a good working relationship between the provider and other agencies involved.

## Self assessment

Services were not required to submit a self assessment this year. However we looked at the service's improvement plan and quality assurance documentation which showed their priorities for development and how they monitored the quality of provision within the service.

## 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	5 - Very Good

## What the service does well

We saw people experiencing care being treated with dignity, respect and compassion. They were supported well by staff who were skilled in delivering care, promoted their rights and responded to their needs in a friendly, caring and professional manner. We noted that managers and staff demonstrated a high level of knowledge of the current needs and preferences of people experiencing care. Carers we contacted told us they felt the service was well-managed.

People experiencing care should be able to choose to have an active life and participate in a range of activities every day. We found that staff were good at supporting people to take part in activities they enjoyed and that benefitted their health and wellbeing and made them valued members of their community. One carer told us, "He gets to do a lot more activities than when he stayed at home. There's more going on in his life."

We noted that people were involved in decisions about the service in ways that were meaningful to them. This included a strong, well-established inclusion group (AIMS group) for people experiencing the service as well as a family forum for relatives. These gave people an opportunity to raise any issues and influence the quality of their service.

People using the service should have a support plan that is right for them as it helps to ensure that their needs and wishes will be met. New streamlined and outcome focused support plans were still a work in progress. But overall support plans provided appropriate information on the person and the support that staff should provide to achieve planned goals and outcomes.

People should be confident that their support plan is regularly reviewed to highlight any changes in their support needs. We saw that support plans were reviewed regularly with the involvement of the person experiencing care and their family.

It is important that services work closely with health professionals and other agencies to ensure that people's best interests are considered and they can experience the care and support they need and want. We heard of examples of excellent outcomes as a result of collaborative working between the service and key support agencies, such as preparing one person for a necessary general anaesthetic and reducing the number of hospital admissions for another. Also the training provided to staff ensured they could competently support people with often complex health care needs in a safe and consistent way.

People experiencing care should be supported by a service and organisation that are well-led and managed. Management and leadership in this service were very good. There were very good quality assurance systems to continually monitor the quality of the service to ensure the best possible outcomes for people experiencing care. Regular monitoring of areas such as medication, support plans, finances, activities and incidents helped to ensure that people were supported to safely live as good a quality of life as possible. Quality assurance systems also meant that staff were supported to be competent in their role. Observation of practice, supervision and appraisal were used constructively to improve practice and therefore outcomes for people. A continuous improvement plan was in place with information from audit processes included. This helped to give people confidence that the service was being managed in a positive way.

## What the service could do better

People's support plans should be right for them and should set out how their needs will be met. Although most support plans we sampled provided good relevant information on the person and the support needed from staff to achieve their planned outcomes, we found that for one person with specific support needs around eating and skin integrity there were no detailed plans to guide staff on how to support the person safely and consistently in these areas. (Recommendation 1)

There had been progress in updating support plans to the new streamlined format so that information was more accessible. Staff told us they now found them easier to use. The manager acknowledged that some staff required additional support to ensure that plans were being fully utilised, for example, identifying aspirational outcomes, recording activities and using the learning log to reflect on how meaningful a particular activity had been for the person.

People should experience care and support that is consistent and stable because staff work well together. Good quality information needs to be passed on from one shift to the next so that staff are well informed about people's day. We discussed with managers the need for improved leadership at handovers so that there is an accurate recap on the day so far and delegation of tasks for the new shift. Also to respect people's homes and preserve confidentiality, handovers should not take place in their personal space.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. Where a person has a specific support need a detailed support plan should be available to guide staff on how to support the person to meet that need in a safe and consistent way.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that: 'my personal plan is right for me because it sets out how my needs will be met, as well as my wishes and choices'. (HSCS 1.15)

## 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).

## Inspection and grading history

Date	Type	Gradings
9 Jun 2017	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
28 Jul 2016	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
22 Jul 2015	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
31 May 2014	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
7 Jan 2013	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
22 Dec 2011	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 4 - Good Management and leadership Not assessed

Date	Type	Gradings	
13 Jul 2010	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
22 Feb 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
10 Mar 2009	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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