

ARBD Southside Response Housing Support Service

SAMH
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Type of inspection:
Unannounced

Completed on:
11 October 2018

Service provided by:
Scottish Association For Mental Health

Service provider number:
SP2003000180

Service no:
CS2006136878

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

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

ARBD Southside Response provides housing support and care at home for people living with alcohol-related brain damage (ARBD) within the south side of Glasgow. It is part of the Scottish Association for Mental Health.

The service provides structured support to people living with ARBD to help them maintain their tenancies and also become more socially included in their communities. ARBD Southside Response follows a harm reduction approach working towards abstinence.

What people told us

The people we met with were extremely complimentary about their experience of the service. People told us the staff were very friendly and caring and provided examples of how the service enabled them to have a very good quality of life, living where and as they wanted. They told us the service was very reliable and responded to their needs.

It was evident the support provided was highly valued by people using the service. People experiencing care said:

"I am happy with the support my care workers provide for me, and feel comfortable and secure with the support they provide me with."

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at the service's improvement plan and quality assurance documentation. These demonstrated the service's 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	5 - Very Good
Quality of management and leadership	not assessed

What the service does well

We saw that staff demonstrated the principles of the Health and Social Care Standards in their day-to-day practice. This meant that people experienced care and support with compassion as we observed warm, nurturing positive relationships between staff and people. Staff displayed genuine care and respect for people experiencing care. They took the opportunity to get to know each person and were interested in their lives and skills. They had good knowledge of people's circumstances and were observant to any changes. People told us they felt respected and listened to, as their wishes and preferences were used to shape how they were supported.

We noted that people were involved in decisions about the service in ways that were meaningful to them. There was a strong, well-established commitment to the involvement of people using the service and there were very high levels of satisfaction with the quality of the service. This gave people an opportunity to raise any issues and influence the quality of their service.

It is important that people experiencing care are fully involved in developing their personal plans, which identify their personal goals and needs. People should be confident that their personal plan is regularly reviewed to highlight any changes in their support needs. We saw that personal plans contained detailed information on people's support needs that identified outcomes the person wished to achieve. People told us they had regular contact with key staff and were encouraged to review their support plan.

The input from the staff team enabled people to live in their own homes for as long as possible and people were also encouraged and supported to maintain as many links with their local communities as they wished. We noted that many people enjoyed being active by socialising and attending events. It was evident that people were able to choose where and how they spent their time and participated in interests and activities that mattered to them.

People who experience care should be confident that the staff who support them are competent and receive training relevant to their needs. This helps ensure people feel valued and promotes wellbeing and self esteem. We saw that people experiencing care had the opportunity to be involved in the staff selection process in a meaningful way, and meant their views were taken into account about recruitment decisions.

The staff induction process was tailored to the training needs of individual staff and their role. The process had been developed to reflect the needs of people experiencing care and there was an emphasis on implementing the Health and Social Care Standards as underpinning values for care and support.

We saw that staff competency was regularly assessed to ensure that learning and development supported better outcomes for people experiencing care. The service had a training plan which reflected the support needs of people and staff told us they had regular opportunities to participate in training that was relevant to their role. This meant that people were supported by staff who understood and were sensitive to their needs and wishes.

We noted that supervision and appraisal were used constructively and were valued by staff. The process encouraged reflective practice and reviewed what staff did well, what could be improved and what needed to change. People experiencing care were involved in the supervision process and this helped ensure that staff development supported improving outcomes for people.

What the service could do better

We complemented the service on the introduction of its outcome-based support plan and outcome tool, which measured people's progress or maintenance against set indicators and outcomes, based on their assessed support needs. We discussed how people experiencing care and the team providing their support had embraced the new outcome-based support plan. We asked the management team to continue to encourage the staff team to record and report, when completing daily records or planning activities, in a manner that focuses on individual personal outcomes for people experiencing care.

We will monitor this area for development to ensure that people's personal plans continue to be right for them and set out how their needs will be met, as well as their wishes and choices.

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
20 Jun 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
21 Jun 2016	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
3 Jul 2015	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
16 Jul 2014	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 3 - Adequate
22 Jul 2013	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 4 - Good
30 Jul 2012	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
1 Feb 2012	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership Not assessed

Date	Type	Gradings	
26 Aug 2011	Announced (short notice)	Care and support Environment Staffing Management and leadership	2 - Weak Not assessed 4 - Good Not assessed
4 Aug 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 4 - Good Not assessed
24 Sep 2009	Announced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 4 - Good 5 - Very good
14 Jan 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 4 - Good

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