

Retail Trust Housing Support Unit Housing Support Service

Crookfur Estate
Crookfur Road
Newton Mearns
Glasgow
G77 6JY

Telephone: 0141 639 4343

Type of inspection:

Unannounced

Completed on:

22 October 2018

Service provided by:

Retail Trust

Service provider number:

SP2003000157

Service no:

CS2003054000

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available 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.

Retail Trust's Crookfur estate is situated within the Newton Mearns area of Glasgow. The estate offers a variety of accommodation for single retirees and couples to live independently, which includes sheltered housing and extra care apartments.

What people told us

"I love it, it's wonderful here, to get to my age, 97, and have all this, I feel blessed. I am not happy about the new cottages not having en-suite toilets, however apart from that I have no complaints"

"I feel safe and I am very happy here "

"you will find no complaints here"

"I am very happy here".

Self assessment

We did not ask for a self assessment however the service did not have a local development plan.

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

On the day of our arrival we asked to join the singing a long activity which took place every Friday. It was organised by the committee volunteers and residents. We found that people very much enjoyed the experience and participated with enthusiasm. People connected with each other through conversation and holding hands through out some songs. Some people took to the floor to dance, this contributed to peoples mental and physical well being.

The purpose of the activity at this time was to make and produce crafts for selling and raising funds for their trips. We could see how this brought people together and the sense of pride they had showing us what they had created.

People we spoke to who lived on the estate spoke highly of the volunteers and appreciated all they did to enhance their lives through the organisation of activities and trips away.

We looked at care plans and found that they contained good information and were person centred in their approach. We noted that people had outcomes recorded in relation to what they would like to achieve. However some plans were not current and up to date which could have led to mistakes being made and increased risk. The manager was aware of this and was in the process of reviewing these. (See Recommendation 1)

We received mixed reviews in relation to how people felt about the meals that were in offer, some people felt there should be more variety and others felt they were good. We read minutes of meetings where the chef attended to hear peoples views and took on board their suggestions. We sampled some of the food and found it to be tasty and nicely presented.

We noted that people had the opportunity to attend 'Residents meetings' to have their views heard. We saw that the Chief Executive also attended one of their meetings to update people on the changes that were happening in relation to their estate restructure and the Retail Trust as a wider organisation.

We spoke to staff who told us they were happy in their roles and felt they had a good team as well as raised morale. This was an improvement from the feedback we received at the previous inspection. We looked at minutes of team meetings and found these took place regularly and staff found them beneficial. We advised the manager that the team meeting minutes read as though it was the manager who did all the talking rather than input from the team.

We looked at safe recruitment records which identified some gaps in relation to appropriate references and gaps between work places. However these were historical in nature being over 10 years ago. We spoke with the HR Director and were satisfied that systems were much more improved and robust.

We identified that the service had a Strategic and Corporate development plan but not a local one. We suggested that since we no longer ask for the 'self assessment' document from the provider we expect them to have a development plan which sets out the goals for the following year.

What the service could do better

The service has identified that they need to improve on the content of the care plans to ensure they are current and that staff are reading them for guidance. We made this a recommendation. This will demonstrate that they are meaningful and contribute to people getting the right support at the right time.

We also advised that personal plans should be outcome focussed and measured regularly to ascertain whether these are being achieved. We signposted the manager to the Scottish Social Services Council website and also to Helen Sanderson Associates website.

Team meeting minutes should evidence what staff are bringing to the agenda so there is a shared ownership and purpose to the meeting discussions. The meetings should incorporate staff development of knowledge and improved practice. This would demonstrate on going stimulation and skill building for staff.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The service should ensure that all personal care plans are up to date, current and contain the relevant information. This would be in line with the Health and Social Care standards which states "My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices.(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.

Inspection and grading history

Date	Type	Gradings
15 Mar 2018	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
21 Feb 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
21 Mar 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 4 - Good Management and leadership 5 - Very good
19 Mar 2015	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
26 Mar 2014	Unannounced	Care and support 5 - Very good Environment Not assessed

Date	Type	Gradings	
		Staffing Management and leadership	4 - Good 5 - Very good
27 Feb 2013	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 4 - Good 5 - Very good
12 Oct 2010	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed Not assessed Not assessed
3 Dec 2009	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good Not assessed
7 Aug 2008	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 4 - Good 5 - Very good

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