

Easterhill Project Supported Accommodation Care Home Service

Flat 0/2
18 Easterhill Place
Tollcross
Glasgow
G32 8PB

Telephone: 0141 763 2072

Type of inspection:
Unannounced

Completed on:
18 December 2018

Service provided by:
Scottish Association For Mental Health

Service provider number:
SP2003000180

Service no:
CS2003000888

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.

The service registered with the Care Inspectorate on 31 October 2011. Easterhill Project Supported Accommodation is registered as a care home to provide support to seven adults with mental health problems. The provider is SAMH (Scottish Association for Mental Health).

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

The home is located in a residential area in Tollcross, Glasgow. Local amenities and public transport can be easily accessed from the home. The service consists of a core tenement building of five flats and two dispersed flats. Within the core building, the staff office is located on the ground floor and sleepover cover is provided from the staff office base.

A garden area is available to service users and visitors can access on road parking directly outside the home.

The aim of the service is "To provide accommodation to service users assessed as requiring intensive support with levels of physical care, personal finances, personal and domiciliary hygiene and ongoing compliance with their care and support package. The service also aims for service users to resettlement within the community and work towards sustainable solutions in response to multiple and complex needs."

One of the service objectives is stated as "Support will focus upon recovery and will take a holistic view of service users' needs in a manner that respects rights, dignity, views and preferences of service users."

What people told us

During our inspection within the care home over two days, we spoke with three out of the seven service users. People were very complimentary about life in the support service and how well staff cared for them. People told us that since living at the support service they were comfortable with the way that staff supported them.

Overall there was a consensus of opinion from what people told us, that they were satisfied with the level of support being provided for them. Some of the comments were:

"Staff are great, they help you a lot."

"Staff help me do my shopping and help me around the flat."

"Staff are very good, and they treat you well and respect you."

"Staff support me with cooking and cleaning."

"Staff are there if you need them but I am trying to do things for myself and keep myself busy with things I like to do outside."

"Sometimes you went on a few outings but I think the budget is cut a bit, but the staff still do what they can."

Self assessment

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

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	5 - Very Good

Quality of care and support

Findings from the inspection

People should experience high quality care and support that is right for them. We evaluated how well people's wellbeing was supported and concluded that there were a number of strengths. People experienced compassion, dignity and respect. Throughout our inspection we saw positive interactions where staff were very good at supporting and facilitating people's independence. Service users told us that staff treated them well and would respect their views, ideas and wishes.

We saw good evidence of how staff would ensure service users' safety and protecting them from harm through effective risk assessments. This was done in a sensitive manner, even when staff were presented with challenges from service users with complex support needs. Staff worked well with health and social care professionals to help promote people's health. This made sure that service users' health was given priority, and that staff had access to good advice if required. We saw good evidence of staff supporting service users' health, and taking responsive action when people became unwell. This made sure that service users could rely on staff to monitor their overall health.

Service users were encouraged to connect with their community and become involved in various activities that were meaningful to them. A service user told us that he was involved in various interests, for example, walking football, visiting the local library, and attending football matches. The service would also arrange group outings if service users were interested. We spoke to several staff and we were confident that they had a good understanding of the service users' support needs.

We looked at how staff managed people's prescribed medication, and we were satisfied that they had a good understanding of proper procedures. This made sure that people received their medication from staff who were knowledgeable and competent.

The manager had a system in place that checked medication practice, so that there was an overview to make sure that staff were giving people's medicines properly.

We evaluated that personal support planning reflected people's needs and wishes. By this we mean that staff made sure they knew about people's care needs, and with their agreement they would put a support plan in place, that guided staff on how to deliver this to the person's satisfaction.

There was clear evidence that service users were fully involved in their support planning. Service users also told us that they were fully involved, and that staff would take into account their views about how they could provide good support.

We checked that care reviews were being carried out and saw that people's views were sought, along with any action that staff would need to take, so that the care plan was working well. The management had a system in place that checked the quality of support planning, so that people's support was being tailored around their needs.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

This quality theme was not assessed.

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

People living in the service should benefit from robust and transparent quality assurance processes.

During our inspection we could see that management had systems in place that would check and monitor the work they do. This made sure that the service was performing well. People living in the service should benefit from a culture of continuous improvement, and we found that the service had a development plan in place that made sure that management could identify progress being made. This made sure that the service were striving for improvement on an ongoing basis, so that people were receiving a high standard of support. This also included the development of the staff team.

The service was in the transition of introducing new support planning documentation, and we could see that management were supporting staff to do this, along with ongoing development. This made sure that staff were gaining confidence in the new process, so that support planning was more outcome focused for service users.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

There are no outstanding requirements.

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

Recommendation 1

Staff should ensure that any action they take during home visits or contacts to reduce the risk of falls for a person is always clearly recorded.

National Care Standards, Care Homes for People with Mental Health Problems, Standard 6: Your Support Arrangements and Standard 14: Keeping Well - Healthcare.

This recommendation was made on 20 July 2017.

Action taken on previous recommendation

Information within risk assessment showed that the service has addressed the recommendation and that there are measures in place to reduce risk.

Recommendation 2

Keyworker sessions need to show clearer evaluations of meaningful activity as detailed in weekly planners.

National Care Standards, Care Homes for People with Mental Health Problems, Standard 6: Your Support Arrangements and Standard 14: Keeping Well – Healthcare.

This recommendation was made on 20 July 2017.

Action taken on previous recommendation

Service users had a monthly summary which showed that evaluations were clearer in terms of identifying meaningful activity.

Recommendation 3

The manager should ensure that agency staff are provided with the necessary training and education prior to working with service users; and this should include mental health and autism.

National Care Standards, Care Homes for People with Mental Health Problems, Standard 5: Management and Staffing Arrangements.

This recommendation was made on 20 July 2017.

Action taken on previous recommendation

The service was rarely using agency staff, however we are satisfied that they had the appropriate training and support from experienced staff when working with service users.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings	
20 Jul 2017	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
7 Oct 2016	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	4 - Good
1 Sep 2015	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
27 Aug 2014	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
3 Sep 2013	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
26 Nov 2012	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
11 Jan 2011	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed

Date	Type	Gradings	
26 Aug 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good Not assessed Not assessed
15 Mar 2010	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 4 - Good
20 Aug 2009	Announced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 3 - Adequate 3 - Adequate
3 Dec 2008	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 3 - Adequate 3 - Adequate
10 Jun 2008	Announced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 3 - Adequate 3 - Adequate

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.