

Glasgow Association for Mental Health Housing Support Service

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Type of inspection:

Unannounced

Completed on:

30 November 2018

Service provided by:

Glasgow Association for Mental Health

Service provider number:

SP2003003727

Service no:

CS2004074647

About the service

Glasgow Association for Mental Health, (GAMH), is a voluntary service which provided a range of support to adults who have a lived experience of mental health problems and reside in the Greater Glasgow area.

This service has been registered with the Care Inspectorate since 1 April 2011. GAMH is registered as a combined housing support and care at home service. This also includes support for people who use Self-Directed Support (SDS) budgets to organise their care packages.

An excerpt from the provider's annual report states that:

"GAMH exists for public benefit by promoting the mental health and wellbeing of the people and communities of Greater Glasgow. We are working towards a time when all of Scotland's people will achieve full and equal citizenship rights, regardless of their mental health status".

What people told us

People who experienced this service were very positive about their support staff, the management team and level of support they received. They told us that the level of communication and consultation was very good and that GAMH were a supportive organisation.

Some examples of their comments included:

"This is the best day of the week I feel so alive everyone is so kind I did not think I could feel happy again until I came to the service."

"I feel that my support is a lifeline and I struggled much more before I had it. I think my illness would overwhelm me without support. I really appreciate how the staff understand my illness and are patient in helping me deal with how it affects me on a day to day basis."

"The care and support from the service has been really good and has made a big improvement in my life. Staff and volunteer befriender have helped me gain confidence and that has motivated me."

"I was isolated, had no connections with the community, my life was just being at home and had no meaning. After coming to the service groups I feel more confident. I enjoy meeting new people talking about things that make me happy. I feel less stressed, I have now started to do things to look after my health. I learned how to cope with stress in sessions and groups. I now feel motivated doing house chores whereas before I was always in bed and felt worse."

"The service has been utterly fantastic, there is light at the end of the tunnel. I have a glimmer of hope that I wasn't sure was there before. I would have gone further downhill if it wasn't for my support and it's inspired me to keep going."

"I would like the service to be longer than six months because when I needed assistance the staff were always there to help me. I enjoyed the different learning opportunities made available to me like cooking and a community garden. I met like-minded people who could understand me on my worst day that helped me to grow in confidence."

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	6 - Excellent
Quality of staffing	not assessed
Quality of management and leadership	5 - Very Good

What the service does well

People who used this service should receive high quality care and support that is right for them. Through extensive testimony, and our own observations, we could see that the service excelled at providing a high standard of care that supported and enhanced the lives of people who had a lived experience of mental health issues.

People were very clear that without the support of GAMH their lives would be very different. The impact on some people was life changing; they told us that they were helped to find the strength within themselves to carry on.

We reviewed outcomes that people wanted to achieve and discussed them with individuals. They told us that GAMH treated them as experts in their own recovery, which meant that they felt listened to. They felt that receiving the right kind of support made a huge difference in their lives.

Examples of these included being able to leave their house, mix with people they wouldn't normally mix with, to feel included, and to maintain their tenancies.

Support plans were meaningful and clearly detailed the outcomes people had identified. They included any associated risks and how these could be managed. This meant that people could be aware of their triggers of stress and make informed choices and decisions about the risks they took in their daily lives.

People should be able to choose to have an active life, and participate in a range of recreational, social, creative, physical, and learning activities. We saw that when they wanted to, people could access various activities as the service understood the value people placed on meaningful social contact.

This allowed for peer groups to form and friendships to be made. Service users who led peer groups told us it "made them feel empowered". Some people from the "roots to recovery" group told us "it's not just the physical exercise we get, but the mental exercise as well".

We noted examples of activities that people were involved in included "Story telling", where people told their story using creative writing or expression. We saw that following one particular group, their stories were made into a published book. The sense of achievement at being able to share their story was an excellent outcome for all involved.

People who used this service should experience care and support which is managed and led well. We could see that the management team provided strong leadership to a very experienced staff team. This meant that people who used this service could have confidence in the organisation providing their support.

The management team promoted a culture of continuous improvement. We could evidence this from surveys carried out. Analysis of people surveyed concluded that 96% felt that they received a very good to excellent service.

Staff told us that they felt very supported by the managed team, one person told us "The director and senior managers have walked in the shoes of the service staff and volunteers and know what issues affect them and how best to support us".

We concluded that the service had sustained and maintained their excellent performance that supported experiences and very positive outcomes for people.

What the service could do better

The provider should continue to monitor and maintain the excellent quality of care. The provider should ensure it is rigorous in identifying any areas for improvement and implementing action plans to address these.

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	
31 Jul 2017	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 5 - Very good Not assessed
2 Aug 2016	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed 5 - Very good
7 Aug 2015	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good
30 Apr 2013	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good
8 Jun 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
25 Sep 2008	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good

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