

## Neighbourhood Networks in Scotland Ltd Housing Support Service

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Telephone: 0141 440 1005

**Type of inspection:**

Unannounced

**Completed on:**

8 January 2019

**Service provided by:**

Neighbourhood Networks in Scotland  
Ltd

**Service provider number:**

SP2004005422

**Service no:**

CS2003053949

## 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.

This support service covers areas in both the east and west of the central belt of Scotland with the organisations office base being located in the Govan area of Glasgow.

The approach of Neighbourhood Networks in Scotland Ltd. is based upon the importance of enabling mutual support amongst network members, and the renewal of neighbourhoods and their wider communities. There is an emphasis on identifying and highlighting the life skills individuals have, increase self-esteem, build new friendships and reduce isolation.

The aim is to assist vulnerable or excluded people who are living in their own homes and require lower levels of support and do not require assistance with personal care. The range of hours of support provided per week vary from person to person from less than four hours to over twenty hours per week depending on the individuals' assessed needs.

The voluntary organisation has a Board of Trustees who supports the day to day structure of the service, Director and Deputy Director, Network Managers and administrative support.

At the time of the inspection the service was providing support to 186 people.

## What people told us

The completed care standards questionnaires received from 52 people who use the service and their carers from across the Central Belt of Scotland indicated a high level of satisfaction with the service.

"If I didn't have the network and friends within the network I would feel isolated".

"The people who run the service phone/text me at least once a week and I notify them of any changes".

"A lot of things are on during the day and not suitable for people who work".

"I enjoy going out with the members".

"As a parent, this service has been a god send to me ..... I am very happy with the service".

## Self assessment

Services are not required to submit a self assessment during the inspection period 2018-2019.

## 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	6 - Excellent

## What the service does well

People who experienced support get the most out of life because they were supported by a well-trained and knowledgeable staff team and supported to use health professionals and other facilities within their community to ensure they remained in good health.

People told us they were confident they had been listened to by Neighbourhood Network staff. This was because they had played an active part in the development and reviews of their support plan to ensure it was right for them and set out how their needs, goals and wishes would be met. This meant people felt their views were listened to and this also made them feel respected and valued.

Throughout the individuals' progress journey people were recognised as experts in their own experiences, needs and wishes. People told us that the use of the "Planning Wheel" documentation gave a visual picture of their progress to reach their goals. On achieving their goals and no longer requiring support a number of individuals continued to be part of the network as an associate member to the support service and other network users.

People who experience support were proud of their personal achievements such as having been elected by their peers to the Board of Trustees for the organisation and to ensure the voices of those who experience support are heard and contribute to the organisations development plan.

People were encouraged to have an active life to ensure a positive effect on their physical, social and mental health. Members of the Network were participants in local and "Quality Street" meetings where their views were collected and contributed to the creation of a programme of events and activities that meet all their interests. People were proud of their achievements, learning and gaining new life skill experiences such as participation in theatre productions, using community facilities or gathering together for a meal and conversation with network friends. This meant people felt they have a meaningful life and reduced their social isolation at home and in their community.

People knew that the service was very good at checking the quality of care provided, as well as staff support. This gave people confidence in the service and made them feel safe.

The service had a strong leadership that had the respect of network members, relatives and staff. The management team was passionate in what they did and had paved good links with other agencies in the community. An annual management retreat had taken place that assists with the construction and content of the development plan. People told us there was a true sense of partnership between themselves, staff and management as they were involved from the inside out of this support service which is reflected in the published Annual Report.

People should experience high quality care and support based on relevant evidence, guidance and best practice. We noted that the service had made links with other support services who had requested to gain experience from a sector leading service. They had seen the dedication, the passion and the commitment that staff had in the job they did which ensured person centred support and a service driven by the network members for network members.

## What the service could do better

The service recognised that no matter how well it was performing, that there could always be improvement.

## 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](http://www.careinspectorate.com).

## 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

There are no outstanding recommendations.

### Inspection and grading history

Date	Type	Gradings
13 Oct 2017	Unannounced	Care and support Environment Staffing Management and leadership
		6 - Excellent Not assessed 6 - Excellent Not assessed
28 Sep 2016	Unannounced	Care and support Environment Staffing Management and leadership
		6 - Excellent Not assessed Not assessed 5 - Very good
25 Aug 2015	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed 5 - Very good 5 - Very good
18 Jul 2014	Unannounced	Care and support Environment Staffing Management and leadership
		6 - Excellent Not assessed 5 - Very good 5 - Very good
5 Aug 2013	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed 5 - Very good 5 - Very good
30 Jul 2012	Unannounced	Care and support Environment Staffing
		5 - Very good Not assessed 5 - Very good

Date	Type	Gradings	
		Management and leadership	5 - Very good
21 Oct 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
17 Feb 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
25 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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