

Glasgow Social Opportunities Support Service

209 Govan Road
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Telephone: 0141 419 4520

Type of inspection:

Unannounced

Completed on:

6 February 2019

Service provided by:

Turning Point Scotland

Service provider number:

SP2003002813

Service no:

CS2004063842

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.

Glasgow Social Opportunities provides a community support service to individuals in the Glasgow area who have Huntington's disease. The service office base is in the Govan area. Turning Point Scotland, a nationwide voluntary organisation, manages Glasgow Social Opportunities.

A service manager oversees the management of the service. They are supported by a service coordinator who is responsible for the day-to-day running of the service and a team of support practitioners who deliver the support. Referrals to the service only come through the Scottish Huntington's Association.

The service aims are to, '... provide a person centred service that is creative and flexible.' Support is aimed at providing people with ways to achieve identified goals that lead to a full and active life which address social isolation.

What people told us

People that we spoke with were very complimentary about the service. They described staff as genuine and capable. Comments included:

'The service gives me reason to get up and go out.'

'They have given me back my confidence.'

'I have great trust in the staff, they know what they are doing.'

Self assessment

The service was not required to submit a self assessment prior to the inspection.

From this inspection we graded this service as:

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

What the service does well

People should be accepted and valued whatever their needs, ability, mental health status and background. The people we spoke with praised the genuine and non-judgemental attitude of staff. People told us that they could relax and be at ease with the staff that supported them because they knew them well and could trust them.

Personal plans should be right for the individual because they set out how people's needs will be met as well as their wishes and choices. The personal plans that we looked at clearly outlined what people's needs were and how they were to be met. This was done with the individual being fully involved. We could see that there was a lot of sensitivity demonstrated in the planning.

Staff should have time to support, care and speak with people using the service. The whole ethos of this service was around social support to people in order to enable them to retain their place in the community. This was done within the person's comfort zone, progressing very much at their pace. This demonstrated that the service recognised people as experts in their own life experiences, needs and wishes. When we asked what benefit the support they were getting was to them, one person replied: 'It helps me to focus and strategize.'

A professional person who works closely with the service and has referred people to them, praised how staff were creative and adaptable in how they had enabled people to broaden their networks of support. This had resulted in better outcomes for people.

People should have confidence in staff because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes. When we spoke with staff, they presented as confident and competent. They were very knowledgeable about Huntington's disease and how to support people with the condition. People we spoke with told us that they had confidence in staff and that they felt safe with them.

People using the service should benefit from different organisations working together and sharing information about them promptly, where appropriate, and they should understand how their privacy and confidentiality are respected. The staff team met regularly with a team from the Scottish Huntington's Association, to share any concerns and discuss best ways forward in people's support. From the minutes of these meetings, we could see the contributions that the staff at Glasgow Social Opportunities had made to the meetings, and how the information they shared had helped the Huntington's team to move forward with particular people's support strategies. This good partnership working had led to people accessing services such as physiotherapy or speech and language therapy, promptly.

What the service could do better

We got the impression that while it was clear support was given to achieve outcomes, regardless of how big or small, sometimes these were not considered as such. We thought that staff could benefit from discussions about outcomes for people.

While we could see that there were some outcomes that people had worked towards with staff support, evidence of how these had been achieved was not clear within the personal plans. We discussed this with the service manager and agreed that while they could not identify a suitable outcome tool for this client group, the progress could be covered within reviews.

We came across accidents and incidents that required to be notified to the Care Inspectorate but had not. We were satisfied with the records that the service kept on accidents and incidents. We spoke with the manager about when notifications should be made and have left them the document: Records that all registered care services (except childminding) must keep and guidance on notification reporting.

The service had not submitted an action plan within the required timescale, detailing how they were going to address the recommendations that had arisen at the last inspection. During the inspection, we were shown an improvement plan that included detail on how the recommendations would be addressed.

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

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

Care plans should be clear what outcomes they are supporting people to achieve.

In order to do this, the service should review their care plans in line with best practice guidance on outcome focused care planning.

National Care Standards Housing Support Services: Standard 4 - Housing Support Planning.

This recommendation was made on 12 February 2018.

Action taken on previous recommendation

Care plans demonstrated outcomes that people were being supported to achieve. What the care plan failed to do was to evidence how the outcome had been achieved. While the recommendation has been met, we have highlighted in the report the need to evidence how the outcome has been achieved.

Recommendation 2

The service should develop a quality assurance system which monitors that the service is being delivered as expected by people who use the service within their support agreements and the service's stated aims and objectives.

An improvement plan should be developed as part of this process. The provider should review this at regular intervals

National Care Standards Housing Support Services: Standard 3 – Management and Staffing Arrangements.

This recommendation was made on 12 February 2018.

Action taken on previous recommendation

We saw the quality assurance system that the service had in place.

The service had developed an improvement plan for 2018 to 2019 and this was shared with us during feedback. This included action to be taken on issues arising from last inspection.

This recommendation has been met.

Inspection and grading history

Date	Type	Gradings
10 Jan 2018	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
27 Oct 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
31 Aug 2015	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good

Date	Type	Gradings	
30 Jul 2014	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 3 - Adequate
7 Aug 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 4 - Good 4 - Good
23 Aug 2012	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good
5 Oct 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
9 Dec 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 4 - Good Not assessed
5 Dec 2008	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 5 - Very good

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