

## Carbeth House Care Home Service

15 Sunnyside Place  
Glasgow  
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Telephone: 0141 336 5174

**Type of inspection:**  
Unannounced

**Completed on:**  
21 June 2019

**Service provided by:**  
The Mungo Foundation

**Service provider number:**  
SP2003000182

**Service no:**  
CS2003000900

## About the service

Carbeth House is registered to provide support to nine adults with mental health problems. The service is provided by The Mungo Foundation, which is a voluntary organisation whose head office is based in Glasgow. The home is located in a residential area in Glasgow. Local amenities are within walking distance of the home. The accommodation is provided within a three storey purpose-built building which has nine self-contained flats and a staff office. There is also an open lounge area that residents can access. At the time of the inspection, there were nine people using the service.

The aim of the service is "to provide support to those with mental health problems with medium to high support needs to establish themselves in the community."

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com). This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

## What people told us

"Find the staff very approachable. Staff help me with my cooking and medication."

"Service user meetings every couple of weeks."

"Best place I have been in."

"Excellent."

"I get very down and then speak to staff."

"Staff are brilliant, couldn't have done without them."

"Better than it used to be, its changed a lot."

## From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	5 - Very Good
How good is our leadership?	not assessed
How good is our staffing?	not assessed
How good is our setting?	not assessed
How well is our care and support planned?	5 - Very Good

Further details on the particular areas inspected are provided at the end of this report.

## How well do we support people's wellbeing?

**5 - Very Good**

Service users should have a personal plan which is right for them because it sets out how their needs will be met as well as their wishes and choices. We thought that the personal plans we looked at contained a lot of very good, person centred detail. While this was good as it prompted staff to think about outcomes for people, the outcomes were sometimes too broad. So, although identified we asked the service to work at demonstrating this better.

People should be fully involved in assessing their emotional, psychological, social and physical needs at an early stage, regularly and when needs change. Personal plans were evaluated monthly and on the whole reviewed six monthly or sooner if needs changed. We noted that these plans were updated to reflect any changes, following review meetings. People were clearly involved in the personal planning and in the reviews with their hopes and fears clearly recorded. This gave them a sense of ownership and of being in control of their care and support. People should expect to be included in decisions regarding their care and support. Service users told us that the service involved them and listened to their views. All were impressed by staff communication and the time they gave to them. People told us that they felt able to communicate concerns to the staff team.

Personal plans we sampled contained detailed information about the way people wanted to be supported. There was consideration about how the service could support people to take risks. People were involved in regular reviews with their hopes and fears clearly recorded. Outcomes relating to health and wellbeing were being delivered to a very good overall standard and we could see this in personal plans.

How people spend their day is important in maintaining people's wellbeing. There was good evidence that people were able to spend time doing things that they liked to do. Personal plans identified what people's interests were and staff explained how they supported people to do these activities. Service users discussed how they had developed confidence doing things that were important such as shopping, attending community events and health appointments. We were told that service users felt more in control of their daily lives with one person commenting, "I feel more confident now to try new things."

We found that people's health care needs were being met by strong relationships with other healthcare professionals. This ensured that people experienced responsive care and support. People told us that they were treated with respect and were confident that the staff understood what their needs were and what was important to them.

We found a good understanding from staff members who described how care planning contents informed their conversations with people using this service. This approach clearly showed how care and support is individualised to meet identified needs.

People told us how their opinions impacted on the service, for example, service users' meetings provided a regular forum for people to comment on the things that mattered to them. Service users told us that the service involved them and listened to their views.

Staff said that the training they received helped equip them in their role supporting people with more complex needs. We saw that staff proactively supported people to manage health concerns and worked effectively with healthcare professionals to promote positive health outcomes.

## How good is our leadership?

This key question was not assessed.

## How good is our staff team?

This key question was not assessed.

## How good is our setting?

This key question was not assessed.

## How well is our care and support planned?

**5 - Very Good**

During our observations, we noted that care and support for those individuals whose care plans we had looked at, were being delivered as the care plan dictated. This demonstrated that staff were clear about what they were expected to do when working with service users and that they received the care and support that they had agreed to.

Everyone we spoke with were very positive about improvements made by the provider. For example, with communication.

People should expect to use a service and organisation that is well led and managed. We saw some examples of very good local approaches to quality. The service should continue to explore audit systems developing both their effectiveness and identifying timeframes to enhance the service plan. People who experience the service, relatives and staff should be fully involved in the quality assurance process. Having good quality audits in place will ensure that the approach is consistent with Health and Social Care Standards and that people using this service benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes. This should include clear timescales for any actions to address any issues.

People should be supported to give regular feedback on how they experience their care and support and the organisation should use learning from this to improve. While people could readily discuss to influencing decisions about their care and support and issues in the service as a whole, we thought that the service could better evidence how they sought people's views and how these influenced change. This would substantially develop future service plans and improvement plans for the better. (See area for improvement 1).

## Areas for improvement

1. The manager and the service provider should develop further their service plan and improvement plan which formalises the systems, responsibilities and processes used to assess the quality of service. This should include how service users explicitly contribute to the process.

This ensures care and support is consistent with the Health and Social Care Standards, which state that 'I use a service and organisation that are well led and managed.'(4.23).

## 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).

## Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.1 People experience compassion, dignity and respect	5 - Very Good
1.2 People get the most out of life	5 - Very Good
1.3 People's health benefits from their care and support	5 - Very Good
How well is our care and support planned?	5 - Very Good
5.1 Assessment and care planning reflects people's planning needs and wishes	5 - Very Good

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