

Enable Glasgow Housing Support Unit Housing Support Service

Balshagray House
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Telephone: 0141 339 5130

Type of inspection: Unannounced
Inspection completed on: 6 July 2016

Service provided by:
Enable Glasgow

Service provider number:
SP2004005393

Care service number:
CS2003053682

About the service

The housing support /care at home service offers support to 5 individuals within the local community; 2 of whom have a joint tenancy.

One individual, due to his increased health needs currently has a sleepover attached to his budget. Individuals have a set number of support hours, dictated by their individual budgets and their service is delivered to best meet individual needs, within their allocated budget.

The staff and the senior team are very committed to improving their practice and look for ways of achieving this. They are keen on offering training opportunities to their staff so they can develop their knowledge and skills to achieve good outcomes for people.

What people told us

People told us that the service was:

- Awesome
- We get great support from the staff
- I have known the staff for a long time, we can have a good laugh
- The staff help us with any problems we have and we feel better
- The staff go over and beyond to help you.

Self assessment

The service should continue to develop creative ways of engaging people in the self- assessment.

From this inspection we graded this service as:

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

What the service does well

Theme 1 Care and Support

We looked at personal files which documented people's support needs. We saw medical conditions recorded along with prescribed medication for the individual. This gave clear guidelines and information to staff to adequately support service users with their health and wellbeing.

We saw daily activities which people accessed on their weekly planner. We spoke to service users who said they enjoyed going out to work at 'Fortune Works' where people work for companies and gain work experience. One person told us they were passionate about gardening and loved to go to work to be involved in the gardening project. People presented as being very proud of what they did.

We found people's reviews of personal plans to be up to date and happening every six months. This ensured that people's outcomes were being looked at and discussed with the service user and that any changes in their outcomes would be monitored. This was confirmed by the service users we spoke to.

We noted that people had 'Health Passports' which gathers all their health needs into one document. It also ensured that if service users are admitted to hospital the medical staff will have clear documentation of the person's health needs and outcomes.

It was clear to see from communication books and talking to staff that the team work in partnership with other professionals and health colleagues adding to a holistic and person centred approach.

We looked at daily communication notes pertaining to a service user who had diabetes and how staff supported them to manage this robustly. Due to the staff input and a visit from the nurse on a daily basis they managed to decrease the significant amount of hospital admissions as a result of the support.

As part of the inspection we also looked at relative meetings which demonstrated their input and suggestions while also receiving information. As a result service users and their families took a leading role in aspects of service delivery.

Theme 4 Management and Leadership

We looked at staff training files and found that staff training had taken place since the last inspection and this was also verified by the staff who were interviewed. They told us they found the training very informative and felt this had contributed to their good practice. One student worker had commented that she found the service to be 'awesome' and quite different to her work experiences in the USA.

Some of the the training which had been accessed was:

- Emergency First Aid
- Moving and Handling
- Food Hygiene
- Autism
- MAPPA, in relation to falls and fractures
- Working with behaviour that can challenge
- Adult Support and Protection.
- Dementia
- PDA in Supervision.

Staff told us they felt confident and appropriately trained to offer a very good service to people who used the service.

We looked at staff meeting minutes which took place regularly. Staff told us that they are asked their views on relevant aspects of the service delivery and feel involved in the service development goals.

Staff supervisions took place regularly and we could see that they are involved in reflecting on their practice. This ensures staff are raising the self awareness on how they work and are able to receive productive criticism and praise where necessary.

The manager told us about the 'champions' they have in the team who have attended training on such subjects as 'Diabetes' and 'Advanced Autism'. This allows for staff to approach these workers if they have any questions or concerns regarding the people they support. The staff and the team leader confirmed that learning and development regarding these conditions are discussed at team meetings.

What the service could do better

We suggested to the manager that one to one drop in sessions should be documented on the same templates used by the service which have clear records of discussions and any actions which are agreed.

We saw relative meeting minutes with the names of people and staff who attended. We advised that the minute records who the attendees are and their roles alongside their name so people are identifiable.

Dates should be recorded on all surveys and questionnaires received by the service.

Staff should sign off risk assessments pertaining to service users to evidence that they have read and understood the document and ensure they include the date of sign off.

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	
16 Jan 2015	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	4 - Good
21 May 2013	Announced (short notice)	Care and support	4 - Good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	4 - Good
12 Jul 2012	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
9 Sep 2009	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
26 Jun 2008	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

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