

Enable Scotland (Leading the Way) - Glasgow Housing Support Service

Glasgow Supported Living Services
Floor 2 Edward House
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Glasgow
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Telephone: 01698 737189

Type of inspection: Unannounced
Inspection completed on: 1 September 2016

Service provided by:
Enable Scotland (Leading the Way)

Service provider number:
SP2003002584

Care service number:
CS2004061937

About the service

Enable Scotland (Leading the Way) Glasgow aims to support people to live "a life rich in purpose and meaning" and is registered to provide a combined Housing Support & Care at Home service to clients with a range of support needs.

During the inspection we saw that people were provided with a wide range of support such as help: with medication, at meal times, bill paying, socialisation, voting, having a community presence and volunteering.

Support can be provided at specific times or over a 24 hour period. A number of clients live in their own home, often shared with another person receiving support.

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com.

This care service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on to 1 April 2011.

What people told us

When we spoke with clients, and observe them with staff, in their own home and at a consultation meeting we saw friendly conversations and decided that people were treated with respect and consideration.

Clients told us:

"I think it's a really good service."

"I'm fully involved in recruiting my staff and can ask for a change at any time."

"Always polite and friendly."

"Staff always ask me what I want to do."

"Nothing is ever too much of a problem."

Returned care standard questionnaires from relatives noted:

"My wife and I are delighted with the high level of support provided."

"The staff are friendly, always communicating with us and are extremely professional in their approach."

"We know that our daughter is safe, happy and well looked after by all the staff."

"..... support assistants encourage him to keep healthy. He now goes to the gym and works out."

"Staff work as a team to help achieve his goals."

".... is constantly learning new skills and how to cope with his independence."

"We are very happy with the service provided."

"We feel that support workers and their line manager have a very good knowledge of condition."

"Our daughter appears comfortable with her staff."

"We feel well informed, very confident in the staff and level of service provided."

When we spoke with relatives they told us:

"I'm involved in recruiting staff to my son's team."

"Staff know my son well and gear the day around him. They are very "person centred"."

"Staff are good at doing their job."
 "I'm really happy with the service."
 "I feel confident saying if the staff are not right for my son."
 "They take care of the little things and let me get on with family life."
 "Everyone rallies round to support the whole family."
 "Staff take me seriously."

When we spoke with health and social care workers we were told;

"New team facilitator has made a big difference."
 "Staff do what you have asked them to do."
 "Responsive."
 "Skilled at working with families."

Self assessment

The Care Inspectorate received a fully completed self-assessment from the manager.

The manager accurately identified what the service did well. The self-assessment clearly identified some areas that the manager believed can be improved and showed how the service intended to do this.

The manager told us how the people who used the service influenced its development and improvement.

From this inspection we graded this service as:

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

What the service does well

We decided that everyone involved in the service was very good at finding out what clients goals and aspirations were and the support required to meet these. Staff did this by having clients at the centre of all their work, holding regular reviews and by engaging in meaningful consultation and discussion.

There was a strong emphasis on people having a community presence and impact on legislation. We found examples of this when people had been supported to: meet MSPs, develop leaflets with Police Scotland, campaign on a variety of issues, socialise, live in their own home and go on outings.

Everyone using the service had a range of support files/plans such as: financial, medication and daily support. When we read these we found that they were clearly written, containing a wide range of information such as: individual support needs, financial records, risk assessments, DisDAT (a disability distress assessment tool) and health/medical protocols.

We found that staff were in regular contact with health and social care professionals, such as care managers and epilepsy nurses, and had a very good awareness of peoples' support and medical needs. We saw very good evidence of inter-agency communication during the inspection.

When we talked to staff and read support plans we found that staff were open to external scrutiny and welcomed ideas to increase clients positive outcomes. We saw a good example of this when a Team Facilitator had reviewed and questioned aspects of a clients support. Staff had taken these comments on-board with the result that the client was visiting local resources, applying for a mobility car, engaging with people and walking more.

When we talked to staff and read training records we saw that a range of training had been provided including: core values, positive behaviour, medication, moving & assisting and adult protection. Systems were in place to make sure that training was kept up to date.

The manager and staff were aware of the need to register, when required, with the Scottish Social Service Council (SSSC) and to keep their training up to date.

The service was very good at monitoring and maintaining the safety and repair of client's homes. When we read maintenance logs we found that regular checks were undertaken of; thermostatic mixing valves, water temperatures, hoists, electrical equipment and the overall repair of people's homes.

When we read records of financial transactions we found that money spent was recorded, receipts issues and a running total of remaining funds kept. The latter was audited by team facilitators and office administration staff.

What the service could do better

The manager should consider using examples of "positive outcomes" when completing the service's self-assessment. By doing this the service will show the impact it has had on people's lives.

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
13 Jul 2015	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
12 Mar 2015	Unannounced	Care and support 2 - Weak Environment Not assessed Staffing 4 - Good Management and leadership 2 - Weak
25 Apr 2013	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
18 May 2012	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
8 Sep 2011	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
19 Nov 2010	Announced	Care and support 6 - Excellent Environment Not assessed Staffing Not assessed Management and leadership Not assessed
23 Mar 2010	Announced	Care and support 6 - Excellent Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
		Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good

Date	Type	Gradings	
		Management and leadership	4 - Good

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