

Glenfairn Housing Support Agency Housing Support Service

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Telephone: 01292 610770

Type of inspection: Unannounced
Inspection completed on: 27 April 2017

Service provided by:
Glenfairn Limited

Service provider number:
SP2003000269

Care service number:
CS2004060138

About the service

Glenfairn Housing Support Agency is registered to provide a housing support and care at home service. The main office base for the service is located in a small basement room within Glenfairn Care Home near the centre of Ayr. Support is provided to service users living in their own homes within the local communities across Ayrshire.

At the time of this inspection, the service was being provided to around 21 people with a variety of physical or mental health issues that require varying degrees of support. The overall client group have differing support needs and age differences.

Support packages varied greatly from a few hours per week, to some individuals who require constant support 24 hours per day seven days per week. Some service users may also require two support staff to assist with physical health requirements..

The service information booklet states that they strive to ensure that service users retain their independence and that each person will be supported in a way that is best suited to them. The service aims to deliver the best possible care and support to clients and offer genuine commitment to customer care.

What people told us

We visited five individuals in their own homes who were supported by the service. During our visits we heard from the service users very positive comments about the quality of the care staff. People described the support workers as excellent, really nice people, they are great. In particular they commented on the level of continuity and consistency within the support staff teams. This helped to build confidence, trust and help establish good professional supportive relationships.

We received seven completed Care Standards questionnaires from service users. When they were asked the question if they were happy with the quality of the care and support they received from this service. Five people strongly agreed and two agreed with the statement. Some also provided written comments in their questionnaires including the following,

"I like the service I get from Glenfairn."

"I get on very well with all the staff who support me and could not imagine not having support from Glenfairn. They do a lot to help me and I am grateful for this."

"I am extremely happy with the support I get from Glenfairn. The staff keep me sane and functional."

"The service is very good and my needs are fully met."

"Staff should get travelling time."

We did not meet any relatives during our visits but we received one completed Care Standards questionnaire, who was very happy with the overall quality of the care and support provided to their relative. They also made the following written comment,

"My relatives is getting care and support from Glenfairn and I have no hesitation with any staff I know he is getting well cared for by staff at all times and takes the worry from me when I am working. If any problems or if

my relatives is unwell they would not hesitate to contact me and we all work together to achieve best care and plan that we can put in place. All staff are brilliant special thanks to name withheld who is one in a million with a special bond with my relatives and is fantastic like all the rest always outstanding."

The service conducted their own annual satisfaction survey questionnaires which also highlighted a very high level of satisfaction with the quality of the care and support provided. This helped to give individuals an opportunity to have their say and provide valuable insight into the service provided.

Self assessment

We received a fully completed self assessment from the manager of the service. They provided good information about the strengths of the service and areas for development. The manager demonstrated a good knowledge and understanding of the issues involved in providing good quality support to people in the community.

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	5 - Very Good

What the service does well

Glenfairn care at home continues to provide a very good quality of service to the people they support in the community. The continuity of the staff team helps to maintain and deliver a very good standard of care and support. There is very good level of management in place with considerable knowledge and expertise of community care issues.

The service has the benefit of access to a training coordinator who manages and provides very good training opportunities to the staff team. This helps to ensure that all the necessary mandatory and other identified training needs of the staff team are fully addressed.

The feedback from service users we met and from their responses and comments in their completed Care Standards questionnaires indicated a very high level of satisfaction with the quality of the service provided.

The support plan documentation we reviewed was person centred and had a clear focus on the individual. The manager and staff team ensured that people were fully involved in this process and able to contribute to their support plans.

The manager is approachable and on occasions continues to be involved in the direct delivery of care and support providing a very good professional role model to the staff team for whom they are responsible.

What the service could do better

The service manager and their staff team are very good at identifying and addressing areas of development and improvement. They have demonstrated over previous inspections a willingness to listen and respond promptly to advice and suggestions on any areas for development.

The management continues to develop the quality assurance systems with the service including the auditing of the support plans and other documentation.

The service should ensure that they are fully prepared to meet the Scottish Social Services Council (SSSC) registration requirements for their staff team.

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	
21 Mar 2016	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
28 Jan 2015	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	5 - Very good
9 Jan 2014	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good

Date	Type	Gradings	
22 Mar 2013	Announced (short notice)	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
19 Aug 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
17 Mar 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
18 Dec 2008	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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