

Glenfairn Housing Support Agency Housing Support Service

28 Racecourse Road
Ayr
KA7 2UX

Telephone: 01292 610770

Type of inspection:
Unannounced

Completed on:
25 February 2019

Service provided by:
Glenfairn Limited

Service provider number:
SP2003000269

Service no:
CS2004060138

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available 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.

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 59 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 several daily visits 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 received four Care Standards questionnaires, these conveyed high levels of satisfaction with the quality of the service provided. Additional comments were made as follows:

"I am very happy with all the support I receive from Glenfairn staff".

"delighted with the support".

Two respondents indicated that they would like more support time. This was raised with the management to highlight to the contracting authorities.

We visited the homes of two people who receive support. They confirmed that they received a high quality service from Glenfairn. They said the service was reliable and their support provided by staff that they knew well. They were able to contact a member of the management team to resolve any issues.

Self assessment

The provider was not asked to submit a self-assessment in advance of this inspection. The provider had produced a service development plan.

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 found that the service continued to perform at a very good level.

Recent contractual changes had resulted in a significant increase in the service provision. The management team were supporting service users and staff who had transferred to Glenfairn.

Despite the organisational changes we found that service users benefited from continuity of care provided by familiar staff who knew their support needs and how they liked them to be met. It was clear that staff had formed positive relationships which had impacted positively on people using the service. Staff maintained good links with health and social work colleagues to promote individuals health and wellbeing.

Support plans gave good detail about each individual's needs, how they liked them to be met and how to manage potential risks. However, expansion of the service had resulted in the use of different formats of support plans. The management team planned to implement a new model of support planning to reflect personal outcomes for individuals and the Health and Social Care Standards. The review paperwork was to be revised in accordance with the updated care plan model. This would improve consistency in the documentation used.

People who use this service could be confident that safe recruitment practice was applied. Transferred staff had completed an induction programme and had met with their new managers on a one-to-one basis to support them through their employment transition.

People who experience care can expect staff to be trained, competent and skilled in their role. New staff worked with experienced staff to help promote confidence and competence in their work. A staff training plan was in place. This took account of supporting staff to obtain the appropriate qualification required by the SSSC (Scottish Social Services Council).

Staff had been provided with information relating to their requirement to register with the SSSC. The provider planned to implement a system to check the registration status of staff. The management team provided an out-of-hours on call support to the staff team. To promote effective communication within the staff team the manager produced a regular staff Newsletter and planned staff meetings.

Individuals benefit from services having robust and transparent quality assurance processes. The provider used quality assurance questionnaire's to gather feedback. We saw that comments were followed up.

What the service could do better

To ensure the ongoing satisfaction of the people who use this service and monitor standards of service delivery the provider planned to review the quality assurance systems. See recommendation 1.

In response to the recent changes in the service and the introduction of the Health and Social Care Standards the service should consider updating the service Aims and Objectives.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. To ensure that support arrangements are safe and effective and promote a culture of improvement the service provider should develop their quality assurance systems proportionate to the range of care packages provided.

This is to ensure that Care and Support is consistent with the Health and Social Care Standards which state: "I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes" (HSCS 4.19)

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

There are no outstanding recommendations.

Inspection and grading history

Date	Type	Gradings
6 Mar 2018	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
27 Apr 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
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
22 Mar 2013	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 4 - Good

Date	Type	Gradings	
		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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