

## Community Lifestyles - Glasgow East Support Service

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Bridgeton  
Glasgow  
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Telephone: 0141 550 6500

**Type of inspection:**

Unannounced

**Completed on:**

12 October 2018

**Service provided by:**

Community Lifestyles Limited

**Service provider number:**

SP2004006681

**Service no:**

CS2004080321

## About the service

This service registered with the Care Inspectorate on 1 April 2011. Community Lifestyles - Glasgow East support service was previously registered as Community Lifestyles Glasgow Housing Support and Care at Home. In November 2015, the service split into three geographical areas with corresponding registrations.

At the time of our inspection, Community Lifestyles - Glasgow East was supporting around 110 individuals. The service provides personalised care and support to individuals with learning disabilities across the East Glasgow area. People who are supported by the service have a range of support and care needs including autism, mental health issues and behaviours that challenge. Community Lifestyles sets out to put the individuals it supports and those closest to them, at the centre of everything it does. The service supports people who receive funding through self-directed support and has developed creative and flexible ways to help people achieve their outcomes within this framework.

## What people told us

The service users and relatives we spoke with were complimentary about the support that they received and what it had meant for them. Comments included:

"I am very happy with the quality of care."

"The staff do a fantastic job."

"Everyone looks after my relative well both physically and mentally. She has all the support she needs to deal with all events in her life."

"Great support, friendly and helpful."

"They involve me fully in care planning."

"Appreciate the good communication."

## Self assessment

The Care Inspectorate had not requested a self assessment from the service for this inspection year.

## From this inspection we graded this service as:

<b>Quality of care and support</b>	5 - Very Good
<b>Quality of staffing</b>	not assessed
<b>Quality of management and leadership</b>	5 - Very Good

## What the service does well

The people we met with were extremely complimentary about their experience of the service. People told us the staff were very friendly and caring and provided examples of how the service enabled them to have a very good quality of life, living where and as they wanted. They told us the service was very reliable and responded to their needs.

How people spend their day is important in maintaining people's wellbeing and there was very good evidence that people were able to spend time doing things that they liked to do, for example, going to the park and visiting the local pub. We observed service users actively planning and shaping future activities. Service users said that staff were very good at listening to hear what was important to them to make sure that the person's viewpoints were shaping the development of future services. Care 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 to try new things. 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. Staff readily detailed likes, dislikes and preferences of people who use this service and how care and support is individualised to meet identified needs.

It is important that people experiencing care are fully involved in developing the service plan as the service remains committed to an improvement agenda. The management and staff team are always looking at ways that the service could improve for the benefit of the people accessing this resource. We saw very good evidence of using photographs, small group discussions and creative use of technology to gather views from service users that were then used with future direction of the service with accessible plans on how to achieve points raised.

Consistently we were told that all staff were experienced and therefore able to provide strong leadership. Staff were eager to support improvement to enhance skills and learn new approaches. They were observed consistently to be warm, caring and respectful not only to the people using the service but in their interactions with each other.

## What the service could do better

The provider has developed a service improvement plan which looks at all aspects of the service. This gives service users clear information about the service to ensure that it meets the expectations and also ensures all information is shared when taking decisions. The service plans to maintain and increase opportunities in involving people in improving support. To do this they will need to continue to be flexible about the ways they involve people, to keep up-to-date with current best practice in involving people and look at innovative ways they can encourage people to be as involved as possible.

## 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](http://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

#### Recommendation 1

The service should explore methods used to get views from people who use this resource by undertaking targeted satisfaction surveys rather than one annual one as this would ensure that information is always current when used in conjunction to informing the service plan. This will enable the service to receive feedback on their performance while shaping future service delivery.

National Care Standards, Care at home, 1 Informing and deciding, 10 supporting communication & 11 expressing your views

**This recommendation was made on 9 February 2018.**

#### Action taken on previous recommendation

Although surveys have not been implemented, other records held including review meetings, service user forums attended and management/staff interviews evidenced clearly that this recommendation has been met.

## Inspection and grading history

Date	Type	Gradings
20 Dec 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
1 Feb 2017	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
25 Feb 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
4 Feb 2015	Announced (short notice)	Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent Management and leadership 5 - Very good
14 Feb 2014	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
28 Dec 2012	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
2 Sep 2010	Announced	Care and support 6 - Excellent Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
13 Jul 2009	Announced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good

Date	Type	Gradings	
		Management and leadership	5 - Very good

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