Riverside Project
Care Home Service

892 Govan Road
Govan
Glasgow
G51 3AF

Telephone: 0141 440 2633

Type of inspection:
Unannounced

Completed on:
12 September 2019

Service provided by:
Talbot Association Limited

Service provider number:
SP2003000185

Service no:
CS2003000940
About the service

The Talbot Association’s Riverside Project is based in Govan and is close to local shops and transport links and is registered to provide support and accommodation to 12 adults with a history of homelessness and mental health problems.

The project aims to build client’s self-esteem and be part of the community. There were 12 people using the service during this inspection.

The project is indistinguishable from other properties in the area purpose built, with accommodation on three levels. People who use the service have their own bedroom, with en-suite facilities. There are two communal rooms. One is used for smoking, TV and playing pool the other for meals and relaxing.

People who use the service have access to the service’s mini bus for outings and appointments.

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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

People that we met spoke very highly of the staff team and the level of care and support they received. Some examples of their comments included:

“I could not imagine my relative being supported anywhere else. The staff here are very passionate in what they do and look after my relative very well.”

“I still like it here; I have been here for a few years now and everything is good.”

“I enjoy the food, we get a good choice, very wholesome meals.”

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

| How well do we support people’s wellbeing? | 4 - Good |
| How good is our leadership? | not assessed |
| How good is our staffing? | not assessed |
| How good is our setting? | not assessed |
How well is our care and support planned?

4 - Good

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people’s wellbeing?

4 - Good

People who used this service should receive high quality care and support that is right for them. Through speaking with residents and their families, and our own observations, we could see that the service was good at providing a high standard of care that supported and enhanced the lives of people who had a lived experience of homelessness and mental health issues.

Our observations showed that staff were respectful and inclusive, examples of these were the discussions around activities and what to have for lunch, or dinner. Relationships appeared warm and supportive. Residents were kept involved through house meetings or satisfaction surveys.

We discussed with the service the need to ensure that residents are kept informed of any actions taken following the collation of survey results. This will ensure that people are fully informed and involved.

Residents could access various facilities within the home, including smoking and non-smoking areas, television room, and access to outdoor space. This meant that they had good access to areas of their choice.

We observed people experiencing positive outcomes; however, the service did not always capture how they had enabled people to get the most out of life and achieve their goals. We accepted that the service was in transition to new care planning documents which will capture people’s outcomes and aspirations in the future. We will review this again at future inspections.

Care plans should give clear direction about how to deliver people’s care and support, and how their needs will be met. We reviewed various care plans in relation to people’s activities, and how their mental health was supported, and found that in most cases, best practice guidance was used. This meant that people who experienced this service had their health and well-being needs met.

Care plans also included; associated risks and how these could be managed. This meant that people could make informed choices and decisions about the risks they took in their daily lives and were encouraged to take positive risks which enhanced their independence and their quality of life.

We found that people who required the services of different organisations worked well by the sharing of information which was appropriate, confidential, and respectful. This meant that people who used this service could be confident that they received responsive care and support.

How good is our leadership?

This key question was not assessed.
How good is our staff team?

This key question was not assessed.

How good is our setting?

This key question was not assessed.

How well is our care and support planned? 

| 4 - Good |

People’s health and wellbeing should benefit from the level of screening; care and support which is based on good practice and evidence-based guidance. We saw that people could experience positive outcomes, due to the good interaction with each other and staff.

The plans that we sampled were informative and reflected individuals’ physical and mental health needs. This meant that staff could be directed to meet these assessed needs.

Some care plans that we sampled did not always fully explore the outcomes that people wanted to achieve and some of the care review documents were out of date.

The service should ensure that personal plans are reviewed at least once in every six months period whilst the service user is in receipt of the service. (See area for improvement one).

Overall, we found that the standard of care planning and recording was good. However, we discussed the potential impact for people using the service if what they wanted to achieve during their stay was not outcome focussed. This could mean that they might not achieve what they set out to do.

We acknowledged that the service was working towards a new care planning and review process which will detail what people want to achieve and how this will be done. We will monitor this at future inspections.

Areas for improvement

1. The service should ensure that personal plans are reviewed at least once in every six months period whilst the service user is in receipt of the service.

This ensures care and support is consistent with the Health and Social Care Standards which state “I am fully involved in developing and reviewing my personal plan, which is always available to me”. (HCS 2.17)

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.
## Detailed evaluations

<table>
<thead>
<tr>
<th>How well do we support people's wellbeing?</th>
<th>4 - Good</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1 People experience compassion, dignity and respect</td>
<td>4 - Good</td>
</tr>
<tr>
<td>1.2 People get the most out of life</td>
<td>4 - Good</td>
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<tr>
<td>1.3 People’s health benefits from their care and support</td>
<td>4 - Good</td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th>How well is our care and support planned?</th>
<th>4 - Good</th>
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<tr>
<td>5.1 Assessment and care planning reflects people’s planning needs and wishes</td>
<td>4 - Good</td>
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