

Clydeside Independent Living Housing Support Service

Unit 1
Victoria House
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Greenock
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Telephone: 01475 726906

Type of inspection:

Unannounced

Completed on:

13 September 2019

Service provided by:

Quarriers

Service provider number:

SP2003000264

Service no:

CS2007155963

About the service

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

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Clydeside Independent Living is a combined housing support and care at home service for adults with learning disabilities. Some people who use the service also have physical disabilities and complex health conditions. The service was supporting seven people at the time of our inspection, and all were living in their own homes in the community.

The service is based in Greenock, Inverclyde and was previously known as Octavia Supported Living Project until 2013. The support that people receive includes 'all aspects of an individual's life, from personal care to supporting and encouraging each person to reach their full potential in all they aspire to achieve'.

Clydeside Independent Living is part of Quarriers - one of Scotland's largest social care voluntary organisations.

What people told us

We sought the opinion of people who used the service as part of our inspection. We contacted five people through face-to-face meetings, telephone discussions and questionnaires. The feedback we received was positive, and included:

"Staff help me with everything I need".

"My mum and dad are happy that staff take care of me so well".

"Staff let me know what's going on in the community. We go to fetes, parties, discos, college and holidays".

"Staff always try to get me to try new things like swimming, dancing, parties, bowling and clubs to meet people".

"Staff listen to me and give me choices".

"The staff are nice. They're funny and have a sense of humour".

"I like the staff that support me and they encourage me to get out in the community more. I now take pride in my home and myself".

"It's been a good year. I'm working every week, which I like, and I'm going to college".

"I went on holiday and it was brilliant!"

"They've started a new club. We meet up every month and go somewhere new. It's good".

"I've lost weight through going to the gym and eating better. Staff help me make healthy food".

"I went on a cruise ship for the first time. I always wanted to do that and had a great time".

"I'm going on holiday to Disneyland soon, I can't wait".

Self assessment

The service was not required to submit a self-assessment for this inspection year.

From this inspection we graded this service as:

| | |
|--------------------------------------|---------------|
| Quality of care and support | 6 - Excellent |
| Quality of staffing | not assessed |
| Quality of management and leadership | 5 - Very Good |

What the service does well

Clydeside Independent Living was a strong example of a person-led service that supported people to achieve excellent outcomes. People had a meaningful say about how their support worked and how the overall service operated. This gave them a real sense of ownership and independence.

For example, we saw that people were fully involved in creating their support plan. Several people wrote their plans with staff, set their personal outcomes, and were at the centre of their reviews. People set the agenda for their review meetings, discussed areas that were important to them and wrote the minutes and action plans. They met with the team leader monthly to ensure that their support was working well and actions were being addressed. This ensured the service was outcome-focused, person-led and transparent.

People were involved in reviewing the service and highlighting what was working well and what could be better for them. There were annual meetings in which people met with management to give their feedback and raise new ideas for improvement. Every supported person was given a voice, their points were recorded and we could see the service listened to suggestions.

For example, people identified that they wanted more group activities at the weekend. The service consulted people and started new monthly group trips in the community. People went to the cinema, bowling and to places of interest such as the safari park, theatre and day-trips to other towns. People confirmed this had given them more opportunities at the weekend, developing friendships and social inclusion.

There were many examples of positive outcomes and life experiences. For example, a person had previously been isolated and had low confidence. The service worked with them to identify their interests and passions. The person was supported to purchase new clothes, accessories and start a fun, new routine of activities. This made them far more confident and active. The person bought new technology, a voice assistant, that set reminders to complete daily living tasks such as taking medication or attending appointments. This had improved their independence. A professional commented that it was one of the most successful transformations of a person they had seen for many years. And the person explained: "I now take pride in my home and myself".

We spoke with someone who was in paid employment, attending college and accessing various clubs in the community. They appeared to be happier since receiving support and living a full and active life. The person had recently went on holiday abroad which offered a new, exciting experience.

Last year someone told us that they wanted more friendships and activities. The person was now attending a group that supports people with learning disabilities to meet new people. The person had become healthier through meal planning and attending the gym, losing considerable weight. And they had secured a voluntary job at a local community group. These achievements had significantly increased their confidence, skills and life opportunities.

The service recognised people's strengths and involved them in improving staff knowledge and practice. For example, staff identified that they wanted to learn Makaton. The service asked a supported person fluent in Makaton to meet with staff and develop pictures of key signs. This inclusion made the person feel valued, and had improved communication between staff and another person.

People were regularly involved in the recruitment of staff, and on going direct observations of their practice. This further gave people a meaningful say and influence in their service.

Management provided on-going training, supervision and quality assurance to ensure high standards of practice. They established positive values across the service and a person-led culture, which enabled people to achieve excellent outcomes.

What the service could do better

People had support plans that were person-led, detailed and meaningful. However, we identified a small number of risk assessments that were out-of-date. Management explained that the service was moving from paper to digital risk assessments, and some older documents may still be in plans. We asked the service to review and update plans to ensure accuracy.

We noted that some plans were large and heavy. They contained very good quality content, but some sections were difficult to locate due to the size of some plans. We asked management to review and archive documents that were no longer necessary. This will help ensure plans are accessible to people and staff.

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.

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 | |
|-------------|-------------|---------------------------|---------------|
| 25 Oct 2018 | Unannounced | Care and support | Not assessed |
| | | Environment | Not assessed |
| | | Staffing | Not assessed |
| | | Management and leadership | Not assessed |
| 13 Nov 2017 | Unannounced | Care and support | 5 - Very good |
| | | Environment | Not assessed |
| | | Staffing | 5 - Very good |
| | | Management and leadership | Not assessed |
| 10 Nov 2016 | Unannounced | Care and support | 5 - Very good |
| | | Environment | Not assessed |
| | | Staffing | Not assessed |
| | | Management and leadership | 5 - Very good |
| 11 Nov 2015 | Unannounced | Care and support | 4 - Good |
| | | Environment | Not assessed |
| | | Staffing | 5 - Very good |

| Date | Type | Gradings | |
|-------------|--------------------------|---------------------------|---------------|
| | | Management and leadership | 4 - Good |
| 11 Dec 2014 | Unannounced | Care and support | 5 - Very good |
| | | Environment | Not assessed |
| | | Staffing | 5 - Very good |
| | | Management and leadership | 5 - Very good |
| 17 Jan 2014 | Announced (short notice) | Care and support | 5 - Very good |
| | | Environment | Not assessed |
| | | Staffing | 5 - Very good |
| | | Management and leadership | 5 - Very good |
| 17 Jan 2013 | Unannounced | Care and support | 4 - Good |
| | | Environment | Not assessed |
| | | Staffing | 5 - Very good |
| | | Management and leadership | 4 - Good |
| 11 Aug 2010 | Announced | Care and support | 5 - Very good |
| | | Environment | Not assessed |
| | | Staffing | 5 - Very good |
| | | Management and leadership | Not assessed |
| 7 Jul 2009 | Announced | Care and support | 5 - Very good |
| | | Environment | Not assessed |
| | | Staffing | 4 - Good |
| | | Management and leadership | 5 - Very good |
| 9 Sep 2008 | Announced | Care and support | 5 - Very good |
| | | Environment | Not assessed |
| | | Staffing | 4 - Good |
| | | Management and leadership | 4 - Good |

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