

## Community Lifestyles - Glasgow East Support Service

100 Kerr Street  
Bridgeton  
Glasgow  
G40 2QP

Telephone: 0141 550 6500

**Type of inspection:**

Unannounced

**Completed on:**

13 September 2019

**Service provided by:**

Community Lifestyles Limited

**Service provider number:**

SP2004006681

**Service no:**

CS2004080321

## About the service

Community Lifestyles-Glasgow East was registered with the care inspectorate in April 2011 to provide a care vat home and housing support service to adults, young people and children with a disability living in their own homes and in the community. The managing provider is Community Lifestyles Limited.

Support provided to people can range from less than four hours per week to 24 hours a day. At the time of the inspection the service was provided to 189 people living in the East and North of Glasgow. The registered manager and support and development managers co-ordinate the overall running of the service. Assistant support and development managers along with team leaders locally manage the staff teams of support workers who provide direct support to people.

The service provides personalised care and support to individuals with a range of support needs including learning disabilities, autism, mental health issues and people living with dementia.

Community Lifestyles aims and objectives 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 personal outcomes within this framework.

## What people told us

For this inspection, we received the views of 35 people using the service including family and friends. Overall people told us that they were very happy with the service and the caring approach of staff. Comments included:

"I am happy with staff and the service. No complaints. Staff help me with cleaning and make my dinner. I go bowling. I get medication in the morning and evening, cream for my hand".

"We have found Community Lifestyles to be excellent for my son. He has excellent support which ranges in ages. We have found the support workers to be very professional and open to ideas and very engaging".

"My son has come on greatly since he has received one to one support".

"The service I receive has changed my life for the better. I have met lots of friends and cares who help me so much".

## 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:

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

People who experience care should be accepted and valued whatever their needs and be treated with dignity and respect. People told us that staff were always courteous and friendly and they felt they could speak to them if they had any issues. We could see from the interactions between people and staff that very positive relationships had been developed which were based on trust and understanding. The service had a very strong ethos of ensuring that people who did not have a voice were supported and represented by advocacy to ensure their views were heard.

The way people spend their day should promote feelings of purposefulness and wellbeing.

We saw that people had activity planners in place and how staff supported them to achieve positive outcomes. Examples of these were, tennis groups, attending clubs, or interacting with their local community. The service had linked with Kelvin College to provide training to people to enable them to work in the new cafe they were working to establish in the local office in Kerr Street.

We noted that one person was encouraged to decide where they would like to go on holiday and had selected the resort and accommodation. Two people we spoke with told us that they loved going to their centre and taking part in drama and art classes.

We could see that the service was achieving very good outcomes for people that focused on health and wellbeing and promoting healthy lifestyles. People's support plans had a good level of detail which promoted wellbeing and we saw that regular advice and support was sought from relevant health and social care professionals. People we spoke with told us that they were involved in the development and review of their support plans and we could see when people's health or circumstances changed the support plan was updated to reflect changes in the support.

We looked at how the service managed medication and could see there were robust auditable systems in place. This included observations of staff to ensure that this followed good and safe practice, and arrangements for routine and as required medication. This ensured people could be confident that their health and welfare was protected.

We found that supported individuals' support plans were person centred and focused on outcomes and that they were regularly reviewed. People said they have a copy of their support plan and could review it when they wished.

People were actively engaged in participating in the management and decision making within the organisation. We spoke with one person who used the service and was chair of The Advisory Group (TAG) that advocated for service users and who also sat on the board of directors. She told us that "she speaks up for people who can't speak for themselves". At the time of the inspection she was preparing a presentation for the service's AGM.

People should expect that staff recruited have the necessary skills and attributes to meet their support needs. Supported individuals we spoke with told us that they had good involvement with deciding who should work in the service by taking an active part in recruitment and selection interviews. Managers told us that when new staff were recruited they would ensure that they were a good match for the individuals they would support.

People who experience the service had an active role in staff induction by being part of training presentations and giving their experiences of receiving a support service. This gave first hand knowledge and good insight to newly recruited staff.

Staff told us that they had regular access to training opportunities and specialist training was available, tailored to meet people's specific health and welfare needs. People experiencing the service and their families told us that they had confidence in staff and said they provided a professional service.

Quality assurance visits to services included observation of staff practice. This ensured staff were working to best practice and identified any areas of practice which required further development. The people who were being supported were able to give their views on the quality of the service they experienced and the quality of staff.

We could see that staff meetings and one to one staff supervisions took place regularly. This gave staff opportunities to discuss practice and developments in the service. Staff told us that they felt very well supported by their line managers and were encouraged to share their views on the quality of the service. This ensured that staff felt confident in providing the service to people and reflected on ways that the support could be improved.

Staff were observed to be respectful towards the people experiencing the service and we could see that they knew the people well and communicated with them at a level and pace that suited their needs. Feedback from people experiencing the service and their families about the quality of staff was very positive and there was a high degree of satisfaction with the staff and the service.

## What the service could do better

The manager told us the service was currently looking at streamlining the support plans to make them more user friendly. There were plans in place to develop electronic support plans which would improve accessibility and consistency for people experiencing the service and staff.

We noted that copies of Power of Attorney or Guardianship certificates were not always available in personal plans, and contact details was not always noted for people who had no next of kin. This meant that the legal status of the individual could not be verified in their support plan. People with no next of kin should have a third party to advocate on their behalf if they lack capacity. The manager told us that they would ensure this information would be made available.

We noted that when people who use the service were involved in recruitment interviews their participation was not always recorded in the recruitment file. The service was aware of this issues and were taking steps to ensure service users participation was recorded.

## 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

There are no outstanding recommendations.

## Inspection and grading history

Date	Type	Gradings								
12 Oct 2018	Unannounced	<table border="0"> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>Not assessed</td> </tr> <tr> <td>Management and leadership</td> <td>5 - Very good</td> </tr> </table>	Care and support	5 - Very good	Environment	Not assessed	Staffing	Not assessed	Management and leadership	5 - Very good
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20 Dec 2017	Unannounced	<table border="0"> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>5 - Very good</td> </tr> <tr> <td>Management and leadership</td> <td>Not assessed</td> </tr> </table>	Care and support	5 - Very good	Environment	Not assessed	Staffing	5 - Very good	Management and leadership	Not assessed
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Date	Type	Gradings
1 Feb 2017	Announced (short notice)	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed Not assessed 5 - Very good
25 Feb 2016	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed 5 - Very good 5 - Very good
4 Feb 2015	Announced (short notice)	Care and support Environment Staffing Management and leadership
		6 - Excellent Not assessed 6 - Excellent 5 - Very good
14 Feb 2014	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed 5 - Very good 5 - Very good
28 Dec 2012	Unannounced	Care and support Environment Staffing Management and leadership
		6 - Excellent Not assessed 5 - Very good 5 - Very good
2 Sep 2010	Announced	Care and support Environment Staffing Management and leadership
		6 - Excellent Not assessed Not assessed 5 - Very good
13 Jul 2009	Announced	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed 5 - Very good 5 - Very good

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