

Momentum Care - Glasgow Support Service

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Type of inspection:

Unannounced

Completed on:

23 October 2019

Service provided by:

Momentum Scotland

Service provider number:

SP2005007264

Service no:

CS2008168402

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services can be found on our website at www.careinspectorate.com

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

Momentum Care - Glasgow (Let's Go) service is managed and operated by Momentum Scotland.

The service is registered to provide a support service with care at home to adults with learning disabilities, physical disabilities, acquired brain injury, substance misuse issues and or mental health issues living in the Glasgow area.

Let's Go's aims and objectives is to provide respite, short breaks and day opportunities to the people who it supports. The flexible support offered is designed to maximise social inclusion and promote ordinary living opportunities.

It states in the provider's mission statement that their mission is to help people to be more independent, to play an active part in their communities. Help people to get the skills and find the confidence to get and keep suitable employment. Support people to be in charge of their health and wellness.

At the time of this inspection the service was supporting 23 people.

What people told us

The views of those who receive support were gathered from six care standards questionnaires and face to face discussions at the service user and carers forum held in Momentum - Let's Go office in Glasgow. Overall people were extremely positive and very happy with the service received. Comments include:

"I really like my support workers and enjoy my time spent with them. They always ask me what I want to do on that day or if the weathers nice we try to plan a trip to the seaside."

"The service Momentum Scotland providing to my relative meets his requirements very well, if any weakness can be found it is the restriction that the carers involved cannot take him to any place out of the city to areas involving longer journey's in the time allocated to them by public transport its timetabling restrictions. My relative likes to go to coastal or country areas and when I can manage involves me transporting him and the carer to accommodate his wishes. This seems to be an issue imposed by the company regarding the usage of their own cars although some have insured their cars for business purposes. Perhaps this issue can be resolved with discussion with the Care inspectorate and the companies head office."

The manager of the service reiterated the companies response regarding this matter, at the forum meeting, which was it was not possible for insurance reasons.

"Staff are fantastic."

"I enjoy helping my friend when he is working. I would like more hours."

Self assessment

The service was not required to submit a self assessment during inspection period 2019-2020.

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

Quality of care and support

Findings from the inspection

People who use the service should be confident that they receive high quality care and support that is right for them. We concluded that the service provided a very good standard of care from an experienced and dedicated staff team. People told us they and their relatives were well informed by the service through welcome packs, surveys, questionnaires, framework of meetings and receipt of the regular newsletter to aid communication. This meant they were advised as to what they could expect from the service, what to do if they had a concern or complaint. They were also kept informed of what activities were taking place across Glasgow, including the flexibility of using the drop-in activity group 'Versatility' at the Glasgow office base.

Versatility had a varied programme of activities such as arts and crafts, soap making, access to computers and other groups where friends can meet and those who attend vary from day to day. The various support groups delivered by Momentum Scotland for specific care groups were funded from a number of sources. Let's Go is a commissioned service by the Health and Social Care Partnership.

People who experience this service did achieve positive outcomes and were supported to remain at home with family or in their own tenancies using the hours commissioned by the purchasing authority. They told us they had played an active part in the development of their support plan to ensure it was right for them and set out how their needs, goals and wishes would be met. The support plans sampled were informative to enable staff to support the individual and directed staff how to meet the individuals' emotional, psychological, health, social and physical assessed needs.

Several individuals had the involvement of a multi-agency support network and this assisted them to have volunteer jobs, attend college and utilise local community amenities. The people who experience care told us that they, and people who are important to them, were invited to regularly participate in their care plan review and found the process helpful and responsive to their changing needs. People can be confident that their individual needs, as agreed in their personal plan, are fully met and wishes and choices are respected and any treatment or intervention that they experience is safe and effective. This made people feel respected and treated with dignity.

People felt they were kept safe by the management through robust recruitment and a consistency of well-trained support staff providing them with a confidence about the quality of care they would receive. The staff members were observed to be caring and knowledgeable of the people they supported to provide individualised support.

People who experienced support and their advocates were confident that they were supported to remain as healthy as possible through accessing the local health professionals when they had concerns about their health and welfare. People told us that staff prompted or administered medication when needed and they felt confident that staff received the necessary training to ensure their wellbeing and health was protected.

Feedback from those who participated in the inspection and the responses from the service satisfaction questionnaires, people told us they felt they were using a service that was well led and managed. They confirmed that they knew the manager who was accessible either to visit in their office, arrange a home visit or speak directly on the phone should they have any concerns.

People felt they were protected by the service and felt safe through the implementation of the provider's policies and procedures, quality assurance systems and audits to minimise risks and ensure positive outcomes.

There were no requirements or areas for improvement for this quality indicator.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of staffing

Findings from the inspection

People expressed that the service helped them to feel safe and free from harm. The provider had a recruitment and selection process in place, so that people who experience care could be confident that all checks were completed, and their safety protected. Our findings showed that the provider implemented Safer Recruitment Through Better Recruitment to ensure the protection of people who experience the service.

People were confident that staff met their health and wellbeing. This was largely because they were supported by a stable, trained group of staff with whom people had built trusting relationships, because they have access to appropriate training, including the administration of medication, and to external health professionals if they have concerns about their health status.

The service used quality assurance systems and people told us the service delivery is well planned and organised, delivered by a trained, stable and knowledgeable staff team which gives them confidence. The provider delivered training courses to equip their staff with the confidence and skill to support people in their own homes. The service had an open invitation to families to attend the training courses that staff receive.

People could be reassured that the management had put in place a formalised system to confirm that staff had the knowledge and capacity to implement their training. There was evidence that staff were qualified to a recognised level for registration purposes with Scottish Social Services Council, and felt satisfied to meet the assessed needs of the people they support.

Participation and communication were embedded in the ethos of the service and that staff were supported by one to one supervision with their line manager. Staff meetings were planned and took place several times per year at a time where all staff could attend. This meant staff had opportunities to have their views and opinions heard and learn and develop through team building.

We observed that the provider had distributed a survey to capture the views, opinions and suggestions from staff and people who experience care and support. The service planned to circulate the collated feedback to all interested parties.

Momentum Scotland had an organisational and strategic plan in place. We discussed with the management of Let's Go that the service should develop an improvement plan that would contribute to the organisational plan and find ways to deliver the organisation's plan. The people who experience support could be confident that management was clear that the improvement plan would help the service to evaluate the individuals' experiences of the operation, put new developments to the test and evaluate and scrutinise the outcomes of the data collected.

There were no requirements or area for improvement for this quality indicator.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of management and leadership

This quality theme was not assessed.

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.

Complaints

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

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings	
25 Feb 2019	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed

Date	Type	Gradings
7 Feb 2018	Unannounced	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed Not assessed 5 - Very good
3 Oct 2016	Unannounced	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed Not assessed 4 - Good
21 Sep 2015	Unannounced	Care and support Environment Staffing Management and leadership 4 - Good Not assessed 5 - Very good 4 - Good
17 Sep 2014	Unannounced	Care and support Environment Staffing Management and leadership 4 - Good Not assessed 4 - Good 4 - Good
4 Oct 2013	Unannounced	Care and support Environment Staffing Management and leadership 4 - Good Not assessed 4 - Good 4 - Good
4 Oct 2012	Unannounced	Care and support Environment Staffing Management and leadership 4 - Good Not assessed 4 - Good 4 - Good
30 Jun 2011	Announced (short notice)	Care and support Environment Staffing Management and leadership 3 - Adequate Not assessed 3 - Adequate 3 - Adequate
6 Sep 2010	Announced	Care and support Environment Staffing Management and leadership 2 - Weak Not assessed 3 - Adequate 2 - Weak

Date	Type	Gradings	
24 Mar 2010	Announced	Care and support	2 - Weak
		Environment	Not assessed
		Staffing	2 - Weak
		Management and leadership	2 - Weak

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