

The Richmond Fellowship Scotland - Housing Support Glasgow North and West Housing Support Service

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Telephone: 0141 353 4050

Type of inspection:

Unannounced

Completed on:

4 November 2019

Service provided by:

The Richmond Fellowship Scotland
Limited

Service provider number:

SP2004006282

Service no:

CS2004077044

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

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

The Richmond Fellowship Scotland - Housing Support Glasgow North and West provides a combined housing support and care at home service to adults with learning disabilities, mental health problems and drug and alcohol misuse problems, living in their own homes. The service covers a wide geographical area. The provider is The Richmond Fellowship Scotland Limited.

Support is provided to enable people to live in their own home whilst taking part in their community. The service offers a range of support from personal care to support with maintaining a tenancy, such as assistance with home care and budgeting.

The stated aim of the service is to: "Support individuals who are experiencing a range of mental health issues including dementia or learning disability develop their lives in their community using person centred approaches."

The registered manager is based within the Kinning Park area of Glasgow. Staff teams are located in the Broomhill, Dundasvale, Dennistoun, Downfield, Firhill, Tollcross, Knightswood and Cumbernauld Road areas of Glasgow.

During this inspection we visited and spoke with people and staff in the Firhill, Knightswood and Dundasvale services.

What people told us

For this inspection we received the views from 20 of the 129 people using the service. Eighteen people told us that they were very happy with the quality of the service. Very positive comments were made about the helpfulness and friendliness of staff. People said they felt listened to by staff and management and were always treated with dignity and respect.

Comments included;

"I think the service is very good and I am very happy with it"

"I get on well with staff, I am treated well"

"The staff are a great support, I am learning to cook and eat healthy meals and I feel better".

Self assessment

We did not ask the service to submit a self assessment this year.

From this inspection we graded this service as:

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

What the service does well

People who experience care should be accepted and valued whatever their needs and be treated with dignity and respect. We observed very positive interactions between support staff and people experiencing the service.

People had greater opportunity to engage in activities that were meaningful to them due to the support provided. Some people told us that they had participated in a Wellbeing event in the summer which encouraged them to discuss their goals, dreams and ambitions and ways that staff could help them achieve their desired outcomes.

The way people receive their medication from staff should be safe and they can be reassured that there is an effective system to make sure that they were offered their correct medication at the right time. We looked at medication administration records and systems and found that generally they followed best practice. We noted that medication administration procedures in one area of the service had been reviewed following recent medication errors and we were satisfied that the measures put in place improved staff practice that ensured people were protected.

People told us that they attended a weekly meals club and that staff were supporting them to prepare and cook healthy meals. We noted that some of the healthy eating plans did not always include baseline weights. It is important to have a record of people's weight to ensure they remain healthy. The manager said that she would ensure this information is recorded in personal plans.

We found that people's personal 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. We could see that people experienced good outcomes that focused on health and wellbeing and promoted healthy lifestyles. We saw that regular advice and support was sought from relevant health and social care professionals. Staff had begun to attend support reviews held by different providers of the supported person that promoted continuity and joined up working which benefitted the people being supported.

Local managers had a good understanding and overview of the needs and wishes of the people receiving support and the skills and abilities of staff. We saw that observation of staff practice regularly took place which ensured that people were receiving support that was of a good standard.

The service used a range of quality assurance tools to ensure that the service people experienced was of a constant high standard and that any issues that arose were quickly identified and managed. The staff and management team had recently undertaken a "benchmarking" exercise which compared the quality of the current service with the new Health and Social Care Standards. From this exercise a detailed service development

and action plan had been developed that identified actions which would promote good outcomes that included health and wellbeing for the people experiencing the service.

The service collaboratively with service users, carers, external professionals and commissioners help to assess the quality of the service and shape the future direction of the service. We concluded that the service had a positive approach to service development and continuous improvement.

What the service could do better

We noted that some support plans and risk assessments were not signed by the supported person or their representative. The staff and management were aware of this issue and were in the process of ensuring support documents were signed by the person receiving support or their representative. This ensured that there was evidence of people being consulted and agreeing with their plan of support.

We found that some people who were subject to Power of Attorney or Guardianship orders did not always have copies of the legal documents within their personal plans. It is important that staff supporting people can verify their legal status to ensure that it informs medical interventions and that their rights are protected.

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
22 Nov 2018	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
12 Jun 2017	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 5 - Very good
28 Nov 2016	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 3 - Adequate Management and leadership Not assessed
30 Nov 2015	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
3 Nov 2014	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 4 - Good Management and leadership 5 - Very good
6 Dec 2013	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good

Date	Type	Gradings	
		Management and leadership	5 - Very good
4 Dec 2012	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
2 Feb 2012	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
1 Nov 2010	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
1 Feb 2010	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
11 Sep 2008	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good

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