

Community Lifestyles - Glasgow West Support Service

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Bridgeton
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Telephone: 0141 550 6500

Type of inspection:

Unannounced

Completed on:

19 November 2019

Service provided by:

Community Lifestyles Limited

Service provider number:

SP2004006681

Service no:

CS2015340526

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 registered with the Care Inspectorate on 22 January 2016.

Community Lifestyles - Glasgow West is registered to provide a care at home service to children, adults and older people with a disability living in their own homes and in the community. The provider is Community Lifestyles Limited.

Support provided to people can range from an hour a week to 24 hours a day. At the time of the inspection, the service was provided to 206 people living in the north and west 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.

One of the aims of the service is stated as: "We believe in the uniqueness of each individual and that anyone who requires support should be at the centre of planning and deciding how to use their support, whether this is in their own home, at school, college or in their community."

What people told us

We received many positive comments from the care standards questionnaires returned to us in advance of the inspection. Many of these suggested that people were highly satisfied with the standards of care and support provided. Comments included:

"My support workers help me find new clubs and places to go which I feel helps me improve my social skills."

"I loved the fact that for my 60th birthday the staff team arranged a Happy Birthday letter from my favourite football team. I also got the opportunity to go to Ibrox with a member of the staff team."

"Community Lifestyles will listen and act upon any suggestions that I make. I have confidence and trust in the organisation."

"Brilliant, nothing but the best. I love my support and the things they do for me."

There was one less positive comment received around staff members not always having the opportunity to shadow other experienced staff and get to know the person that they would be supporting in advance of providing direct support.

During the inspection, we met with people who used the service within their own homes as well carrying out telephone interviews and email communications.

Self assessment

On this occasion the service was not required to complete a self assessment.

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

Quality of care and support

Findings from the inspection

People who used the service were involved with the day-to-day decisions in relation to their care and support. We concluded that there was good collaborative work between people who used the service, unpaid carers and staff who worked within the service in identifying support needs.

As a result of the support provided, we could see how people had benefited and found many good examples of the positive impact that this has had. People had developed friendships, built on their skills and interests, connected with their community and had been helped to keep safe. Through being well-supported, some people had achieved new and important life goals such as moving into their own tenancy.

People using the service had benefited from being supported by a staff group which demonstrated genuine warmth, was caring and had helped form nurturing relationships. People were supported by staff who had a good understanding of their needs and preferences and used this to shape how they carried out support. Staff practice was aligned to what was detailed within support plans. This meant there was a consistency of approach and people received support as planned.

Support plans should reflect the current needs of each person and direct staff on how they should provide care and support. This ensures that a consistent approach is taken by staff in meeting people's needs. We found that plans contained good person centred information and took a strengths based approach reflecting the skills and abilities of each person.

We identified some improvements which could be made with support plan documentation to ensure that these were always meaningful to the person being supported. For example, a person being supported was recently registered blind and the support plan needed to be of a different medium - the service was keen to address this when identified. Similarly, a very small proportion of the records we sampled needed to be updated.

We concluded that overall care reviews reflected the positive outcomes being achieved due to the good supports provided by staff. However, these could be further developed by staff better reflecting people's ongoing goals and fully recording actions to take forward.

People's rights were protected through staff being clear of each person's legal status. This identified who should be involved in key decisions about people's health and welfare for people who lacked mental capacity to make informed decisions. However, the service needs to adopt a consistent approach as to where this information is stored.

People using the service could be confident that staff regularly monitored their health status and were good at referring people for the services of external agencies when they detected deterioration. Daily records reflected changes and were a good way of keeping staff within teams up-to-date with developments.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

People using the service had opportunities to shape the organisation's strategic direction as well as influencing political changes, promoting people's rights and helping people acquire new skills, interests, educational and employment opportunities. We found examples of unpaid carers and people who used the service being involved with the recruitment and selection of staff.

External professionals were encouraged to share their views on key aspects of the service. This was an independent way of checking if the service was meeting the needs of the people they supported.

The service identified areas that required improvement which aligned to the findings of the inspection. This supported that the service was committed to a continual improvement approach. We concluded that some of the improvement plans could be more reflective of specific areas at a local level. The service indicated that this was an area that they will look at.

We discussed how team meetings could be developed to encourage greater participation from staff and changing how key information relating to individual people could be recorded to help maintain confidentiality.

When receiving support people should expect to be protected from potential harm. We noted that staff who provided support with bathing and showering did not consistently record that they have checked that the water temperatures are within safe limits to prevent the risk of accidental scalding. We shall make a recommendation in connection with this area. (See recommendation 1)

People could be confident that there were robust systems in place to help protect them from risk of financial exploitation and checking that they receive medication as prescribed.

People experiencing care benefited from visits being carried out by the management team to check if they were receiving supports as planned, checking staff practice and offering people an opportunity to share their experiences of support. However, we concluded that the current structure of staff spot checks were compliance based rather than capturing the experiences of people and the impact that the support has on people experiencing care. The service shared that this was an area that they were currently developing.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. People receiving support should expect to be protected from potential harm. Staff, when providing support to people with showering or bathing, should ensure that water temperatures are checked to be within safe limits and people are not placed at risk of accidental scalding. These should be recorded by staff each time they provide this type of support.

This ensures care and support is consistent with the Health and Social Care Standards: I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities. (HSCS 3.20)

Grade: 5 - very good

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 Jan 2019	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
15 Mar 2018	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
28 Mar 2017	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 4 - Good

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