The Barrhead Project
Housing Support Service

Unit 6/7
Westbourne Business Centre
Kelburn Street
Barrhead
G78 1LR

Telephone: 0141 881 6650

Type of inspection:
Unannounced

Completed on:
22 January 2020

Service provided by:
The Mungo Foundation

Service provider number:
SP2003000182

Service no:
CS2013315020
About the service

This service registered with the Care Inspectorate on 19 May 2014.

The Barrhead Project is a combined housing support and care at home service with a mix of supported living, multi-occupancy houses and an outreach team. The service currently supports 17 people across the East Renfrewshire area.

The service available to adults with learning/physical disabilities and adults with mental health issues, who are living in their own homes.

The aim of the service is “to create a service which will strive to provide individuals with care, support, dignity, understanding and choice in a respectful manner and to a standard that we would expect for ourselves or a member of our own family”.

What people told us

We visited nine people who were currently being supported by the service at their own homes. We also spoke with two relatives. Feedback was very positive and indicated to us that people experienced a high standard of care and support. Some people we met had communication difficulties, but we could see that they appeared relaxed and at ease in the company of project workers. We observed positive interactions and noted that people were able to communicate their needs and wishes to staff. Comments included:

- I’m happy living here.
- Staff are my friends and help me.
- Communication from the service has improved recently.
- I get on well with staff.

Self assessment

We are not currently asking services to submit this.

From this inspection we graded this service as:

Quality of care and support 5 - Very Good
Quality of staffing 4 - 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. We observed many positive interactions between staff and the people they supported, based on dignity, respect and person centred approaches. People using the service had been supported to ensure that they could direct how they spent their time each day. A new management team were in post, since the last inspection and had recently introduced a joint staff and service user forum, which now gave an opportunity for people to get more involved and offer their opinion about the service.
When people have the opportunity to be active and participate in a range of recreational, social, creative, physical and learning activities, this ensures they get the most out of life. Social inclusion was given a high priority with holidays, outings and accessing a range of community resources. We noticed the positive impact that the range of activities was having on people and several told us about how much they had enjoyed these. The new management team had identified this an area that they could continue to build on for people. They were supporting project workers to ensure that a variety of experiences were available to people.

People should be confident that their care plans give clear direction on how to deliver their support and that they are reviewed and updated regularly and whenever there are any changes in their health or circumstances. We sampled these and found that overall, plans gave enough information to guide staff, however, several had not been reviewed for some time. The new management were aware of this and had identified this an area that needed improved and had started to address this. We will review this at the next inspection.

People should be confident that their health care needs are appropriately met. We could see that staff worked in partnership with a range of health care professionals and followed their advice and guidance. Medical appointments were prioritised and staff closely monitored any changes in a person’s wellbeing.

We spoke with staff and all spoke positively about the new management team and told us that they were very approachable. We found all staff to have a genuine interest in supporting people and enjoyed working there. They told us that they received enough training to feel confident to carry out their job roles.

We sampled staff recruitment and found that people could be confident that staff had been recruited following best practice guidance and had completed a robust induction.

**What the service could do better**

We made a recommendation at the previous inspection that staff supervision and appraisals should be undertaken as per the provider’s own policy. Since then, there had been two changes of manager, which meant that this had not been fully implemented. However, the new management team had started to address this and were working hard to bring these up to date. This recommendation is repeated. Please see recommendation 1.

We made a recommendation at the previous inspection, that staff should be supported with their professional development. We were unable to evaluate this as up to date training records were not available. We were told that this was due to a new computer system being introduced by the provider. This recommendation is repeated. Please see recommendation 2.

We made a recommendation at the previous inspection, that the service should ensure that reviews take place as people’s needs change and as a minimum on a six-monthly basis, for every person being supported. The new management team were very open and honest and told us that reviews were still not up to date for everyone. This recommendation is repeated. Please see recommendation 3.

**Requirements**

**Number of requirements:** 0
Recommendations

Number of recommendations: 3

1. To ensure staff are supported with their ongoing personal and professional development, the manager should ensure that supervision and appraisals are undertaken as per the organisation’s own policy.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that I use a service and organisation that are well led and managed (HSCS 4.23).

2. The manager should ensure that the supervision process supports the personal and professional development of staff by ensuring practice issues raised are addressed and appropriate support is offered and recorded.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes (HSCS 3.14).

3. The service management should ensure that reviews take place as people’s needs change and as a minimum on a six-monthly basis for every person being supported.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that I am fully involved in assessing my emotional, psychological, social and physical needs at an early stage, regularly and when my needs change (HSCS 1.12).

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.
Previous recommendations

**Recommendation 1**

To ensure staff are supported with their ongoing personal and professional development, the manager should ensure that supervision and appraisals are undertaken as per the organisation’s own policy.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that I use a service and organisation that are well led and managed (HSCS 4.23).

**This recommendation was made on 17 May 2018.**

**Action taken on previous recommendation**

Please see information under ‘What the service could do better.’

This recommendation had not been met.

**Recommendation 2**

The manager should ensure that the supervision process supports the personal and professional development of staff, by ensuring practice issues raised are addressed and appropriate support is offered and recorded.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes (HSCS 3.14).

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**Action taken on previous recommendation**

Please see information under ‘What the service could do better.’

This recommendation had not been met.

**Recommendation 3**

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**This recommendation was made on 17 May 2018.**

**Action taken on previous recommendation**

Please see information under ‘What the service could do better’.
This recommendation had not been met.

### Inspection and grading history

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<th>Date</th>
<th>Type</th>
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