

Community Lifestyles - Glasgow South Support Service

100 Kerr Street
Bridgeton
Glasgow
G40 2QP

Telephone: 0141 550 6500

Type of inspection:

Unannounced

Completed on:

12 December 2019

Service provided by:

Community Lifestyles Limited

Service provider number:

SP2004006681

Service no:

CS2014327622

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 registered with the Care Inspectorate on 1 April 2011 as a Care at Home service. The service provides personalised care and support to people with a disability including children and younger people across the South Glasgow area. People who are supported by the service have a range of support and care needs including autism, mental health issues and behaviours that challenge.

During this inspection we visited people living in the : Barmulloch, Drumchapel, Milton, Riddrie, Priesthill, Balornock, Rob Royston and Yoker areas of Glasgow.

Community Lifestyles Glasgow South sets out to 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 outcomes within this framework and was supporting around 100 individuals.

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

For this inspection we received the views of 18 people who experienced the service including family, friends and teaching staff. People told us that they were very happy with the service and spoke positively about the quality of their support and the relationships they had with staff. Comments included;

"I am very happy with Community Lifestyles, I have lost a lot of planned weight and been involved in developing questions for staff recruitment"

"The service provides the same staff which means good continuity. The staff are well trained, have excellent skills, knowledge and have a very positive impact on the people they support within the school"

"I feel my daughter gets very good support, she has a very happy life and all the lassies are really great"

"I go out walking every day and will walk to the shops and back. I am planning to do the Santa Dash with my support worker".

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

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 told us that they have the same staff supporting them and any new staff are introduced on trial basis which ensured they were compatible with the person being supported.

People using the service told us that because of the support they had greater opportunities to become involved in meaningful activities, hobbies and interests. We saw that there were opportunities to attend collage and undertake training courses to develop life skills which promoted their independence. We found many of the activities promoted healthy lifestyles, for example some people had participated in the Kilt Walk for charity.

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 people's interests, ambitions and aspirations.

People benefited from staff monitoring changes within their health and wellbeing. We spoke with staff and looked at personal plans and concluded that staff were pro-active in referring for additional assessment or advice when they identified changes or concerns with people they supported.

We could see that people's care reviews were structured and they had an opportunity to share their views on the quality of the service. Multidisciplinary staff are involved in care reviews for people with more complex needs. Staff incorporate recommendations into the person's support plans to help keep them well. We spoke to the manager and staff about the benefit identifying future goals with action plans for the next six months. The service should also consider different formats for reviews that suited people with differing abilities and needs.

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 people who used the service being involved with the recruitment and selection of staff.

Having robust systems in place for managing people's finances is important for ensuring that people get the maximum benefit from money accrued and are not placed at risk of financial exploitation. We looked at records relating to people whose finances were legally managed by the service provider. We concluded that the systems in place were robust and ensured that all monetary transactions were recorded and regularly audited.

People, their relatives and staff told us that the service was well managed and felt confident in the management team and that they were well supported. The manager was in the process of developing a service improvement plan which identified the strengths of the service and areas for improvement. We could see that the service is led

by the views and wishes of the individuals receiving support and that these are taken account of in the continuous development of the service.

What the service could do better

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 spoke to the manager regarding this issue and we were informed that the service was in the process of ensuring hot water was checked and recorded. See recommendation 1.

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 which state that: 'I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities'. (HSCS 3.20)

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								
21 Dec 2018	Unannounced	<table> <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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16 Mar 2018	Unannounced	<table> <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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28 Oct 2016	Announced (short notice)	<table> <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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26 Jan 2016	Unannounced	<table> <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>5 - Very good</td> </tr> </table>	Care and support	5 - Very good	Environment	Not assessed	Staffing	5 - Very good	Management and leadership	5 - Very good
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