

Neighbourhood Networks in Scotland Ltd Housing Support Service

Pavillion 5A
Moorpark Court
Dava Street
Govan
Glasgow
G51 2JA

Telephone: 0141 440 1005

Type of inspection:

Unannounced

Completed on:

14 February 2020

Service provided by:

Neighbourhood Networks in Scotland
Ltd

Service provider number:

SP2004005422

Service no:

CS2003053949

About the service

Neighbourhood Networks is a voluntary organisation established in 2001 and registered to provide a service to adults with support needs including those with a learning disability, acquired brain injury, sensory impairment, mild mental health problems and in recovery from drug and alcohol misuse problems who are living in their own homes. The provider is Neighbourhood Networks in Scotland Ltd.

The organisation provides networks across the central belt of Scotland with local authorities and health and social care partnerships. Their headquarters is based in the Govan area of Glasgow. At the time of inspection there were 214 people (known as members) receiving support across 25 networks. Staffing structure included the registered manager, network team leaders and community living workers. Support hours vary from person to person and range from two hours to 20 hours per week depending on the individuals' assessed needs.

The service aims include "Our work is person centred with our values firmly rooted in enhancing diversity, creating social justice and ensuring that every person is able to lead the life of their choice in order to become all that they can be and want to be."

What people told us

We made contact with 88 people who use the service during our inspection via our care standard questionnaires, telephone contact and face to face discussions. All those we spoke to were highly complimentary and positive about the service. Comments from people included:

"I'm more confident - couldn't talk to people before"

"I've learnt new skills - can travel on my own and assist other members now"

"Out all the time - wouldn't get out without the network"

"Transformed me as a person - I have become more confident"

"I'm very happy - have lots of pals now"

"Without this service people with problems would not receive the support they need"

"I am very grateful for the support my brother receives, he is very confident now"

"I have got my life back, staff work with me to allow my relative to me more independent"

"A great group of people, well motivated"

Self assessment

We discussed with the service the Care Inspectorate's new self evaluation guide which was published on 16 September 2019 (see https://www.careinspectorate.com/images/Self_evaluation_for_improvement_-_your_guide.pdf)

From this inspection we graded this service as:

Quality of care and support	6 – Excellent
Quality of staffing	5 – Very Good
Quality of management and leadership	not assessed

What the service does well

We observed an excellent, person centred outcomes focused service delivered to people in the heart of their local communities.

Those using the service told us they felt in control of their own support. For example, playing pool, bowling, park walks. People told us this made them feel valued and listened to, and that it felt like an equal partnership around every aspect of their support.

People enthused about the great friendships they had made and how their confidence had grown. An excellent example of this was shown by members who lived alone and had come together over the festive period to support each other. Other success stories from various networks were people who had completed cooking skills courses and volunteering in local cafes. Several people described how the Systematic Instruction (a training programme to teach people to use public transport independently) had transformed their lives by building their confidence to travel on their own, widening their social circle, improved their physical and mental wellbeing by reducing their social isolation.

We were impressed to see that the service recognised that their members faced daily challenges keeping up to date with digital advances. Members from each network were trained as "Digital Champion" who would then train their fellow members. This ensured people stayed safe in the digital world as well as widening their opportunities to stay connected with family and friends.

We were pleased to see that people were able to choose which format they received their personal plan in, from written to easy read, audio or electronically. Network members spoke positively about the "Planning Wheel" in their support plans and how the diagram gave them a visual picture of their progress, making it easier for them to engage in the goal setting process as well as giving them a sense of ownership of their personal plans.

The Transitional Network (for people aged 16 years-25 years) had voiced concerns that they couldn't relate to the organisation's written materials that described what the service offered to members. In response to this feedback the service created a comic strip detailing two young members' journey within the project, which proved very successful with the members as people were more inclined to read papers that mattered to them. This ensured people received information in a format that is right for them.

We were encouraged to see that people were able to progress to less supported memberships for example, full membership, to associate member and finally a friend of the network. However, it was noted that some members struggled with this transition and the service was piloting a new initiative called "Community Circle" within one network to support the transition to other community supports in people's local areas. This promoted people's progression and moving towards independence.

Members of the networks described feeling included in the development of the service through the quarterly Quality Street meetings, as well as having eight network members elected by their peers onto the Board of Trustees. We were encouraged to see members received training for their role as Board member.

We observed a very good, highly motivated and skilled staff group who had a genuine regard for the people they support. Staff benefitted from a structured induction programme and received training as required when new members joined their network if they were not trained in their specific needs.

Recruitment processes in place reflected best practice and we were pleased to see member involvement in the recruitment of staff.

What the service could do better

Whilst the core induction for new staff was detailed, the organisation has agreed to source and include further training on mental health and recovery as a mandatory module in response to staff comments.

The service agreed to review their supervision processes, as it is important that staff practice is observed since this ensures that people are receiving a high quality service. Key to this is feedback from people and any actions to improve staff practice to ensure better outcomes for people, as well as incorporating reflection on any training attending to assess staff learning. This will ensure that people can be confident that those providing their support are trained, competent, skilled and adhering to best practice guidance.

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	
8 Jan 2019	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed Not assessed 6 - Excellent
13 Oct 2017	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 6 - Excellent Not assessed
28 Sep 2016	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed Not assessed 5 - Very good
25 Aug 2015	Unannounced	Care and support Environment Staffing	5 - Very good Not assessed 5 - Very good

Date	Type	Gradings	
		Management and leadership	5 - Very good
18 Jul 2014	Unannounced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
5 Aug 2013	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
30 Jul 2012	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
21 Oct 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
17 Feb 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
25 Mar 2009	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.