

Glasgow Supported Living Project Housing Support Service

Craighall Business Park
7 Eagle Street
Glasgow
G4 9XA

Telephone: 0141 2707 243

Type of inspection:

Unannounced

Completed on:

30 January 2020

Service provided by:

Bield Housing & Care

Service provider number:

SP2004005874

Service no:

CS2004071962

About the service

Glasgow Supported Living Project is registered to provide housing support and a support service care at home to adults with their own tenancies within six Bield supported living developments across Glasgow. Each development has a local manager and a depute who oversee the day-to-day running of the development. They are supported by a team of care workers. The registered manager is based in the organisation's offices in Glasgow. During the inspection, we spent time at two of these developments.

Glasgow Supported Living Project is provided by Bield Housing & Care, a not-for-profit organisation providing housing and care services for older people in Scotland.

What people told us

We received positive feedback about the service from the people that we spoke with and the completed questionnaires that we got back. Comments included:

'I am delighted with level of care and support provided to my family member.'

'All staff listen to me and treat me with friendliness and respect, could not be better.'

'Happy the way things are. I can continue to live independently.'

'Fantastic service of care and support.'

Self assessment

We did not ask the service to complete a self assessment prior to the inspection.

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 we spoke with praised the staff and spoke very highly of the support that they received in the service. They told us that they were treated with respect. This made people feel valued and gave them dignity.

We saw very good examples of person centred planning which was also outcome focused. From talking with people and seeing individuals' signatures on the support plans, we could see that people had been involved and had agreed to their support plans. People told us that they were very much in control of their care and support.

While this was a housing support and care at home service, staff were innovative in finding ways to reduce boredom or loneliness amongst the tenants. They had managed to access funds and create activities that did not always require a staff member to facilitate. Tenants felt enabled and confident enough to facilitate some of these themselves. Good links had been developed with local churches and schools. This meant that different people from these groups could come into the developments and meet with the tenants and develop natural friendships.

The service had robust quality assurance systems in place, including spot checks of staff practice during support hours. The local managers also sought feedback from tenants about the quality of staff and their practice.

Staff we spoke with praised management because managers were supportive and approachable. Staff felt supported and able to do their work effectively. All this contributed to tenants experiencing positive outcomes.

What the service could do better

We noted that sometimes information outstanding from decisions taken at tenants' meetings took too long to get passed on or get shared with tenants. We discussed this at feedback and agreed that sharing relevant information with tenants was not only good practice but that it also promoted a spirit of genuine partnership between the service, staff and the tenants.

While some local managers had sourced mental health training for staff to access, the service as a whole had recognised the changing needs of the tenants coming in and was working with the organisation's training department to develop suitable training for staff to meet these needs. Having staff trained, skilled and competent should give the tenants confidence in the staff who support them.

Incidents of medication errors remained high. We were satisfied that these were reported correctly and lessons learnt from the incidents identified. Following medication errors, staff were also supported through supervision.

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	
12 Dec 2018	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
27 Mar 2018	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	4 - Good
16 Feb 2017	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
10 Dec 2015	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good

Date	Type	Gradings	
		Management and leadership	4 - Good
11 Dec 2014	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
14 Mar 2014	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	5 - Very good
22 Feb 2013	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
2 Jul 2010	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
5 Aug 2009	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	4 - Good
9 Sep 2008	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	4 - Good

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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