

Penumbra - Glasgow ARBD Supported Living Service Housing Support Service

6th Floor
Standard Building
94 Hope Street
Glasgow
G2 6PH

Telephone: 0141 336 8012

Type of inspection:

Unannounced

Completed on:

14 January 2020

Service provided by:

Penumbra

Service provider number:

SP2003002595

Service no:

CS2006129979

About the service

Penumbra - Glasgow ARBD Supported Living Service is registered with the Care Inspectorate to provide Housing Support and Care at Home to a maximum of 15 people aged over 25 years, who are living at home. The provider is Penumbra.

The service operates from an office based in the centre of Glasgow and primarily supports people in the north and west of the city. The staff team currently consists of a registered manager, a recovery practitioner, one and a half recovery workers and a peer volunteer. The service is contracted to provide 80 hours per week of support, this ranges from 0 to 40 hours for a person depending on their level of need. Support was being provided to ten people at the time of the inspection.

At the time of the inspection the primary support need for people was alcohol related brain damage (ARBD), who may be experiencing difficulties sustaining their tenancies. Support visits were arranged in agreement with service users.

Penumbra - Glasgow ARBD Supported Living Service aims "to provide support for people with Alcohol Related Brain Damage who live in their own homes and who may be experiencing difficulties in maintaining their tenancies and the associated tasks of running a home" with "a recovery focused approach."

What people told us

Prior to our inspection three care standard questionnaires were sent to people receiving support from this service and all three were returned. We spoke with four supported people during the inspection. The feedback was very positive and comments included:

"I can't believe some of the things I have achieved with my support over the years."

"Penumbra, since I moved into my present address have been extremely helpful in my continuing life of sobriety."

"They have helped restore my self-confidence."

Self assessment

Although the service was not required to submit a self-assessment for this inspection, we discussed the merits on continuing to work on gathering evidence to support and explain grades and continuous improvement.

From this inspection we graded this service as:

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

What the service does well

People should experience high quality care and support that is right for them. We visited people in their homes and observed them experiencing compassion, dignity and respect. It was clear they had developed trusting relationships with staff. People told us that staff had been fantastic with them, they looked forward to them coming and visiting them. One person told us that Penumbra had helped them get back their self-respect and self-confidence and another told us that if it hadn't been for their visits, they would not be in sobriety. We were told that staff were always on time for their visits and no one ever had a missed visit. People used white boards in their home which detailed what staff would be visiting and when.

People using the service should have a personal plan that is right for them as it sets out how their needs, wishes and choices will be met. We saw that people were fully involved in setting their own goals whilst using the service. This was evident from personal plans that we sampled which were kept in people's own home. People told us that they were fully aware of the content of their personal plan as they were responsible for developing this with the assistance of staff. People reviewed their progress through a recovery tool created by the organisation, known as IROC (individual recovery outcomes indicator), which gave them an insight into the work they were doing to reach their goals, encouraged their motivation in recovery and gave them full ownership of their support plan. All information within the support plans were person centred and outcomes focused.

We heard excellent outcomes from the people that we visited. One person had been receiving support for a number of years from Penumbra, they had originally been put in contact by the ARBD team (alcohol related brain damage team) and with this joint working they had reduced their support needs from seven days per week to one. This person is now a peer volunteer for the service and assists others in their recovery. This person also came third in the transformational individual story of the year 2019 which had been held at the Scottish parliament, with their story published in Humans of Scotland publication.

Another person told us how far they had come in their recovery with the support of Penumbra. This person had seen a significant improvement in their memory, and they described this as having been able to rewire their brain. This person can now go shopping without having to write a shopping list as they are able to remember what they have gone for. We were able to see and hear significant progress in people's health, from looking well nourished to being able to remember details that they had once lost due to the use of alcohol.

We found excellent evidence of innovative practice taking place where the service had been encouraging the use of assistive technology to support people to be as independent as possible in their own homes. We found that people were thriving in their own tenancies in their local communities with the support of Penumbra. We saw examples of digital doorbells where vulnerable people were able to feel safe and secure in their own home. Talking clocks that reminded people of when to take their medication which aids their recovery. The use of smart speakers where people could ask what day it was or play music and generally reduce the feeling of isolation. People have also set up direct debits in order to pay bills and keep their house in order, where before they may not have remembered to pay rent or electricity which then had significant implications for people and retaining their tenancy.

People being supported by the service should benefit from robust and transparent quality assurance processes. We found the service used these processes to ensure that the needs of people experiencing care were met.

People being supported have been involved and consulted on service provision through various means, such as interviewing potential staff to completing feedback questionnaires. We found the service collates all feedback received from supported people and family, analyses this and compiles a report that is sent out to those who participated.

People using the service should benefit from a culture of continuous improvement and we found that the service was starting to use the EFQM Model (a management framework that allows organisations to achieve success by measuring where they are on the path to transformation). This model would be used as the organisation's improvement plan. Giving people confidence that the manager and organisation is looking to continually improve.

Management had effective systems in place to ensure care and support was of excellent quality and the management and leadership of the service was of a very good quality.

What the service could do better

We were able to sample what had been completed of the service's improvement plan, however the documents had yet to be completed. We suggested that management should incorporate all information collated from audits, inspection, feedback from people experiencing care and the health and social care standards, to inform the plan. Ensuring people being supported are fully involved in improving service delivery.

We suggested that the service develop standard templates for audits, making it easier to track what areas of improvement have been identified. Identifying when these have been actioned and completed. The service completed this prior to the end of the inspection, showing their commitment to improvement.

We found that supported people were made aware of their rights to complain by having a copy of the complaint's procedure within their support plan. We asked the service to ensure their procedure was up-to-date with the correct information and address of the Care Inspectorate.

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	
19 Dec 2018	Unannounced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	6 - Excellent
		Management and leadership	Not assessed
26 Jun 2017	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good

Date	Type	Gradings
10 Oct 2016	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 4 - Good
5 Oct 2015	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 3 - Adequate Management and leadership 3 - Adequate
28 Nov 2014	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 3 - Adequate
28 Nov 2013	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 5 - Very good
15 Nov 2012	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
10 Nov 2010	Announced	Care and support 6 - Excellent Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
22 Jun 2009	Announced	Care and support 5 - Very good Environment Not assessed Staffing 4 - Good Management and leadership 5 - Very good
18 Mar 2009	Announced	Care and support 4 - Good Environment Not assessed Staffing 5 - Very good Management and leadership 4 - 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 cànanan 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.