

## Phoenix Futures Care Home Care Home Service

Munro Court  
15 Castlebank Villas  
Glasgow  
G13 2XA

Telephone: 01413 320 121

**Type of inspection:**  
Unannounced

**Completed on:**  
30 March 2022

**Service provided by:**  
Phoenix Futures

**Service provider number:**  
SP2003003595

**Service no:**  
CS2003016224

## About the service

Phoenix Futures Care Home provides long-term residential rehabilitation, care and support for up to 31 adults who are experiencing problems with substance misuse and who wish to achieve and sustain an independent lifestyle. These adults are referred to as community members.

The service is in the Anniesland area of Glasgow and is staffed and managed by Phoenix Futures, a national charity. Accommodation is provided in a modern two-storey building, with a garden, and has single en-suite bedrooms.

The principal aims of the service are to support people to regain self-worth and integration into society with opportunities to rebuild their lives and end their dependency on drugs/alcohol.

There are four main phases within the rehabilitation programme, working towards the final phase of 're-entry' where people are expected to have reached a stage where they are able to live independently of the main house, with a strong focus on preparing to secure a tenancy and return to the community.

This was a follow-up inspection to evaluate progress made since the inspection completed on 8 February 2022.

## What people told us

We spoke with three people using the service who spoke very positively about the support they received.

## From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How good is our care and support during the COVID-19 pandemic?	4 - Good
--	----------

Further details on the particular areas inspected are provided at the end of this report.

## How good is our care and support during the COVID-19 pandemic?

4 - Good

Action had been taken to meet the requirement detailed in this report. This had reduced the risk for people experiencing care, protecting them from avoidable harm. We re-evaluated this key question from adequate to good as a result.

Details of progress in this area are noted under the following section of this report: What the service has done to meet any requirements made at or since the last inspection.

## What the service has done to meet any requirements we made at or since the last inspection

### Requirements

#### Requirement 1

By 28 March 2022, the provider must ensure that service users experience care in an environment that is safe and minimises the risk of infection. To do this, the provider must, as a minimum:

- ensure the quality assurance systems and processes in relation to infection prevention and control practices are further enhanced; and
- ensure that areas for improvement are clearly identified, take prompt action to address indications of poor practice, and ensure improvements are sustained.

This is in order to comply with Regulations 4(1)(a) and (d) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state: "I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes." (HSCS 4.19)

**This requirement was made on 21 February 2022.**

#### Action taken on previous requirement

People should live in an environment that is well looked after with clean, tidy, and well-maintained premises, furnishings and equipment.

We saw that the home was visibly clean and that a range of checks had been introduced to monitor this. We saw that equipment was cleaned after each use and staff advised that people were engaged in these processes.

We saw evidence that quality assurance processes for infection prevention and control had been implemented. Some audits had taken place and we observed a staff member undertaking a check of care equipment, the laundry and the general environment.

We were satisfied that this process should ensure acceptable standards of infection prevention and control, and provide assurance that people are living within a clean and hygienic environment.

#### Met - within timescales

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com)

## Detailed evaluations

How good is our care and support during the COVID-19 pandemic?	4 - Good
7.2 Infection control practices support a safe environment for people experiencing care and staff	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](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto: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 ਵਿਚ 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.