

Gaberston Housing Support Service Housing Support Service

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Type of inspection:
Announced (short notice)

Completed on:
12 January 2023

Service provided by:
Church of Scotland Trading as
Crossreach

Service provider number:
SP2004005785

Service no:
CS2004079790

About the service

Gaberston housing support service and care at home service is a combined service that provides support for individuals who have mental health difficulties. The service aims to deliver support in a person centred way, that is flexible to meet people's changing needs.

The service has been registered since 2004 and is based in Clackmannanshire, supporting people who live in their own tenancies in and around Alloa.

The service provider is Crossreach which is the social care agency of the Church of Scotland.

About the inspection

This was a short announced inspection which took place on 11 January 2023. The inspection was carried out by one inspector from the Care Inspectorate. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- Spoke with people using the service
- Spoke with staff and management
- Observed practice and found out about daily life
- Reviewed documents
- Spoke with visiting professionals.

Key messages

- People felt equal partners in their care and support planning
- People had warm and supportive relationships with staff and management
- The management team were approachable and kept people and staff up to date with service development
- Staff were actively encouraged further develop their skills and expertise.

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

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| How well do we support people's wellbeing? | 5 - Very Good |
| How good is our leadership? | 5 - Very Good |

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

How well do we support people's wellbeing?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people. Therefore, we evaluated this key question as very good. While opportunities are taken to strive for excellence within a culture of continuous improvement, performance evaluated as very good does not require significant adjustment.

People experienced support with compassion because there were warm, encouraging and positive relationships between staff and people accessing the service, which helped people achieve their individual outcomes. People felt listened to because their wishes and preferences were used to shape their support. Support planning tools were individualised to suit people's preferences and this meant that people received a person-centred approach to planning. People described how their support helped to feel connected within their communities and develop relationships with others around them, which gave them a sense of belonging. One person described that feeling as 'like family' while another said that staff 'really care and this is not just a job'. People were involved in decisions about their service in ways that were meaningful to them and were empowered because their voice was heard. One person told us 'the staff work with me as a team' and said 'this is a partnership where we are all equal when it comes to making decisions about my support'.

Staff in the service are clear about their role in supporting people's access to healthcare. This includes, ensuring that relevant information is shared with the right people. Health care professionals are appreciative of the level of support and told us that Gaberston were 'really supportive with health and wellbeing of patients' and have a strong relationship, where they contact health professionals 'with any early indications of health concerns'. This meant that people were kept well and one person told us that the support received has avoided lengthy stays in hospital.

People were enabled to make informed health and lifestyle choices that contribute to positive physical and mental health. People described how staff had supported them to alter their diet to better meet changing health needs.

People were safe and protected because the management team were proactive in ensuring that systems and resources were in place, to support infection prevention and control and were responsive to potential and actual outbreaks of infection. People can be confident that staff have the necessary training, skills and competence to prevent the spread of infection, provide advice and support them, particularly during an outbreak of an infectious disease.

Staff can clearly demonstrate how they support people to remain safe while accessing day to day community activities that are vital to their wellbeing.

How good is our leadership?

5 - Very Good

We found significant strengths in this area and could evidence how these supported positive outcomes for people, therefore we evaluated this key question as very good. An evaluation of very good applies to performance that demonstrates major strengths in supporting positive outcomes for people.

People who use the service and staff are confident giving feedback and raising any concerns because they know management will act quickly and use the information to help improve the service. People told us that the management team were very approachable and staff said that they were '100% in the loop' and when something is raised they always know the outcome.

The management team was committed to ensuring people were well supported by an experienced staff team. Staff and management demonstrated that they had the skills, capacity and systems in place to identify risks and drive improvement. Staff had undertaken a comprehensive training programme and participated in team meetings, supervision and appraisal at regular intervals. Staff told us that the manager was a key driver in their professional development.

People could be assured that there were systems in place to monitor standards of care and support and the service had a developing improvement plan that focussed on engagement and participation. The manager told us that formal feedback is in the process of being gathered and we were confident that this will further inform the service development plan.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Detailed evaluations

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|--|---------------|
| How well do we support people's wellbeing? | 5 - Very Good |
| 1.1 People experience compassion, dignity and respect | 5 - Very Good |
| 1.3 People's health and wellbeing benefits from their care and support | 5 - Very Good |
| 1.5 People's health and wellbeing benefits from safe infection prevention and control practice and procedure | 5 - Very Good |
| How good is our leadership? | 5 - Very Good |
| 2.2 Quality assurance and improvement is led well | 5 - Very Good |

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