

Sense Scotland Supported Living: Glasgow 2 & Surrounding Area Housing Support Service

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Unannounced

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Sense Scotland

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About the service

Sense Scotland Supported Living: Glasgow 2 and Surrounding Area provides an integrated housing support and care at home service to adults with sensory impairment and other disabilities.

The service is provided to people in their own homes and currently covers the Strathbungo, Pollok and Mossspark areas of Glasgow. During our inspection, we visited all three areas where people are supported to meet with people supported and staff.

The support offered to people varies, according to assessed need, most people supported received 24-hour support.

About the inspection

This was an unannounced inspection which took place on 25 and 26 April 2023. The inspection was carried out by two inspectors 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:

- met and spoke with eleven people using the service.
- spoke to four of their family members.
- spoke with fourteen staff and management.
- spoke with two visiting professionals.
- observed practice and interaction with people supported.
- reviewed relevant documentation.

Key messages

- Staff know people well and utilise this knowledge to develop meaningful relationships.
- People were supported to stay connected with their relatives, friends and local community.
- People's health and wellbeing was at the heart of service delivery.
- The service worked closely with other professionals to maximise positive outcomes for people supported.
- People had regular care reviews and relatives were encouraged to be involved.
- Quality assurance and improvement was led well.

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 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.

We observed genuine and kind interactions with the people supported and the staff who appeared to know them well. Staff were observed showing compassion and were very respectful to people receiving support. People were valued for their individuality and treated with dignity and respect.

People were supported by staff who knew people's needs and preferences well. This meant staff were able to recognise and respond to changes in people's health and wellbeing. There were good links with external health professionals. This helped to keep people well.

People were supported and encouraged to take part in, and enjoy, personal interests these included taking part in art classes, allotments, woodwork, concerts, holidays and various other leisure interests. This is important to help support and encourage people's independence and self-esteem.

Staff were providing ongoing support to relatives to help continue visiting / contact and very important relationships which has to be commended and we were made aware that this was very valued by relatives.

Some of the comments received from relatives included:

"We have never had any complaints with the care and support in the 20 years this has been provided".

"Staff and the service have done a fantastic job throughout the pandemic and restrictions, and we were reassured that our family member was safe".

"Our family can't thank the team enough for all their work and support provided to our relative".

"I can only give the care and support provided 10/10".

"Communication with the service and staff team has been good, regular calls with updates and contacted about any changes / anything significant".

"We appreciate the flexibility and accommodating care reviews at the family home".

"Staff have been excellent at supporting xxxx through all the recent changes in their health. Staff have adapted so well to how all these changes have impacted on xxxx daily life".

The healthcare needs of people were supported by the staff team. Staff accessed a range of external health and care professionals for advice and support when needed. We were informed by external professionals, that communication from the staff was always good. One professional informed us "Staff are very skilled and respectful to the people they care for".

Medication prescribed to people supported was being managed well. This helped ensure individuals were supported to take the right medication at the right time.

Support planning was person centred, based on the individuals likes and dislikes with the person's families being involved in its development. We could see that the staff had developed a social story to help one person in respect of Covid-19 vaccinations, this helped alleviate some of the fears for the person in receiving injections.

There was risk assessments in place when a risk had been identified and the support plans were being regularly evaluated and updated with any changes. One-page profiles gave a snapshot of important information to direct staff. These help staff support people to achieve positive outcomes.

The service was working hard to maintain a consistent staff team. There had been challenges with staff recruitment and retention. The management team had worked closely with agencies to try and ensure regular staff were booked to help maintain consistency. Some agency staff had moved to work with the service following an agreed process.

How good is our leadership?

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.

There was a range of measures and tools in place to assess quality across the service. This included care plan and medication audits, staff competency observations and core assurances used. We could see that these were regularly reviewed and updated. This meant people could be confident that the management had oversight of how well the service was working for the people supported.

People benefitted from a culture of continuous improvement. The service used a lesson learned approach to ensure learning was taken from unplanned incidents and events to reduce these from occurring again. During the inspection, the management team took actions to review documentation we had highlighted to ensure it is clearer for the staff to follow.

Feedback from the people who used the services, families, staff and professionals was positive about the management team, involvement and communication received. One relative told us "I have been involved in the recruitment of staff and management team". One professional told us "The registered manager has been excellent to work alongside in all of my contacts I have had about people supported". This showed that the management team were responsive to feedback and used learning from practice to help improve the service.

Staff training records show that overall staff were well trained, with regular updates and refreshers provided. New staff had a structured induction, buddying and a crucial areas system to complete, which was reviewed on regular basis. A system for monitoring staff training, practice and development was well established and being adhered to. This meant people could be confident that staff had the right knowledge and skills to support them.

A check on staff files demonstrated the service was following Safer Recruitment guidelines with organisational support. Supervision and appraisals with staff took place regularly and staff were encouraged to reflect on their learning and professional codes. This helps to ensure staff undertook the necessary training and learning to maintain their professional registration.

Staff consistently told us that the management team were approachable and open to listening to any concerns they may have. Communication was regularly received about happenings in the service. Staff have updates about work related information and guidance emailed to them to alert them of these with an expectation they read and understand these.

There was a clear service development and improvement plan, the format was easy to access and review information. This meant that the leaders in the service had the skills and capacity to oversee improvements in the service.

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

How well do we support people's wellbeing?	5 - Very Good
1.1 People experience compassion, dignity and respect	5 - Very Good
1.2 People get the most out of life	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	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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