

## C.O.J.A.C. Adult Care Services Support Service

COJAC Centre  
146 Castlemilk Drive  
Castlemilk  
Glasgow  
G45 9UB

Telephone: 01416 341 002

**Type of inspection:**  
Unannounced

**Completed on:**  
3 August 2023

**Service provided by:**  
Caring Operations Joint Action Council  
an association

**Service provider number:**  
SP2003001351

**Service no:**  
CS2010274253

## About the service

C.O.J.A.C (Caring Operations Joint Action Council) Adult Care Services is registered with the Care Inspectorate to provide a support service to adults who have learning, physical and/or sensory disabilities. C.O.J.A.C., the service provider, is a voluntary organisation run by a management committee. The service is registered to operate at the following times:

At the time of inspection, the service was operating on Mondays and Tuesdays only, and there were 30 people using the service.

The service is based in a single storey building in the Castlemilk area of Glasgow. It is based within a community centre and is close to public transport and local amenities. Within the centre, people had use of a wide range of facilities, including a gym, a well-equipped sensory room, games room, and a large dining room with kitchen facilities and accessible bathroom area. People could relax in a quiet room and access a private sensory garden from within the building. Parking facilities were available directly outside the centre.

The aim of the service is "to provide social, leisure and learning opportunities for young people and adults over the age of 18 years affected by a disability in an environment which is caring and barrier free".

## About the inspection

This was an unannounced inspection which took place between 27 July and 3 August 2023 the inspection was carried out by an 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:

- . met 15 people receiving care and their families
- . spoke to six staff members and the management team
- . reviewed documentation
- . observed daily life and activities

## Key messages

- People were involved in all decisions about their care and enabled to achieve their full potential.
- Personal planning was based on people's expressed needs, choices, and aspirations.
- People received excellent support to maintain friendships make new friends.
- Support was delivered in a responsive and sensitive way, and staff were available when people needed them.
- People were supported through their chosen activities, to develop life skills and confidence which helped them achieve their outcomes.
- People benefited from a well-run service and a culture of continuous improvement.

## 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 evaluated this key question as very good. There were major strengths in supporting positive outcomes for people, with very few areas for improvement.

People benefited from the empowering ethos and approach of the staff team. This meant that people were encouraged and helped to achieve their potential. This improved people's independence, confidence, and self-esteem.

People can expect to be involved in directing their own care and support, including developing and reviewing their personal plan. This ensures their support is right for them and meets their needs. Members of the group were supported to create their own personal plan, identifying their outcomes. Staff sensitively supported people to celebrate their achievements and review their goals. This helped people's self-esteem and development.

The service offered a door-to-door pick up and drop off service to members. This made the service accessible to all.

Members' relatives were on the organisation's Board of Trustees. This meant that stakeholders could directly influence and shape the direction of the service. People were encouraged to have ownership of their service and were given time and encouragement to make decisions about their chosen activities. Group members had chosen to organise a holiday to Blackpool and were in the process of organising this.

People could be confident they would be supported to communicate in a way that is right for them. People who used alternative communication were sensitively supported by skilled staff, using a variety of communication methods, such as Makaton, and the use of visual and pictorial communication. This ensured people who may otherwise feel excluded, felt listened to and included, and were supported to make meaningful choices.

People could be confident of appropriate support to maintain and develop new interests. Staff supported people to engage in activities at their own pace and be part of group activities if they wanted to be. People could choose which activities they wanted. This meant people felt respected, connected, and valued.

Meaningful activity is known to promote wellbeing. A wide range of fun and stimulating activities supported members to develop independent living skills.

The service placed importance on promoting physical activity. This included playing basketball and indoor games, soft play areas and the use of adapted bicycles.

It is important for people to feel included and have a sense of belonging. The service supported members to build and maintain positive relationships and form genuine friendships with others. We observed members making biscuits, playing basketball with a friend and engaging in art. A larger group were collaborating on a word puzzle and people spent time talking to their friends.

Members had recently decided that they wanted to go to Blackpool. Staff and members were working cooperatively towards this. People could be confident that staff were encouraged to be innovative in their approach to support. For example, fundraising nights and events had been arranged, involving the local community and further activities were planned, to raise funds for the upcoming Blackpool trip.

Comments from people and their families included;

"Can't praise them enough".

"No complaints".

"(My relative) is treated with the respect he deserves as an adult".

"(My relative) can keep in touch with school friends, they make this possible".

"My relative would always go to COJAC if he could choose to".

"It's just fun!".

It was evident that members' rights were respected and promoted by a staff team who understood and were sensitive to their wishes and aspirations. Members were being supported to uphold their rights. The service demonstrated creative and effective practice to ensure ongoing positive outcomes for members of the service.

## How good is our leadership?

**5 - Very Good**

We made an evaluation of very good for this key question, as there were major strengths in supporting positive outcomes for people with very few areas for improvement needed.

People could be confident the service was well-led and managed. The management team were committed to achieving positive outcomes for them. Managers promoted people's human rights and supportive inclusive culture within the service. The service supported members to be meaningfully involved in the improvement and development of the service in several ways. Members' families were included on the board of trustees, people could attend regular group meetings.

People spoke positively about the management team who were seen as being responsive, approachable, and supportive.

A range of quality audits had been completed, including personal planning, individuals' experiences, and people's outcomes. The service used regular reviews and formal and informal meetings, to gather the views of people receiving care, and those closest to them. This allowed for individuals to share their experiences. The management team were in the process of using the Care Inspectorate's Self-evaluation tools to improve the quality assurance processes.

There was a culture of joint responsibility and decision making from staff and members, and there was a culture of openness, honesty, and collaboration. This ensured people supported were listened to and empowered to shape their care arrangements.

People should have confidence in the people that support them. We observed a highly motivated, and skilled staff group who genuinely cared for the people they supported. Staff were recruited in accordance with safer recruitment guidance. New staff benefited from a structured and supportive induction programme to prepare them for their role. This included training and working alongside experienced colleagues. the service had good links with external training providers.

Staff told us they felt well-supported, and they could approach the management team with any professional or personal matter. Staff also received formal supervision every two months. This gave the opportunity to discuss work practice and their professional development. This promoted positive relationships between management and staff and meant that staff felt valued.

The service had a comprehensive development plan. We discussed how this could be improved by making this more accessible to stakeholders and highlighting how the views of people have contributed to the development of this plan. We were assured that ongoing service quality assurance progress and the use of the Care Inspectorate tools will support this improvement.

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

### Areas for improvement

#### Previous area for improvement 1

The manager should develop a continuous improvement plan for the service that is available to all stakeholders showing how they plan to develop further and to evidence improvements.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

**This area for improvement was made on 21 August 2019.**

#### Action taken since then

The service had a comprehensive development plan. which was accessible to stakeholders. We were assured that ongoing service quality assurance progress and the use of the Care Inspectorate tools will further support this improvement.

This area for improvement had been met.

#### Previous area for improvement 2

Managers should ensure that information in care plans about people's support needs is sufficiently detailed to ensure consistent and safe care and support.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'My care and support meets my needs and is right for me' (HSCS 1.19).

**This area for improvement was made on 21 August 2019.**

#### Action taken since then

Care plans we looked at contained detailed descriptions of how best to support people according to their needs and wishes.

This area for improvement had been met.

#### Previous area for improvement 3

The manager should ensure that risk assessments are developed further so that they contain sufficient detail to guide staff on what actions to take to minimise risk.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I am protected from harm because people are alert and respond to signs that I may be at risk of harm' (HSCS 3.21).

**This area for improvement was made on 21 August 2019.**

#### Action taken since then

Care plans we looked at contained detailed descriptions of how best to support people safely, according to their needs and wishes.

This area for improvement had been met.

## 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 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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Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

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

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