

Maryville Sheltered Housing Complex Housing Support Service

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Type of inspection:
Announced (short notice)

Completed on:
17 August 2023

Service provided by:
Little Sisters of the Poor Glasgow a
Scottish Charitable Incorporated
Organisation

Service provider number:
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Service no:
CS2018363483

About the service

Maryville Housing Support Service is situated in the Robroyston area of Glasgow and provides housing support for up to 24 older people within their own tenancies. The Little Sisters of the Poor manage the service, and the building is custom built.

Tenants can use facilities based at the adjoining St Joseph's Care Home which is also managed by the Little Sisters of the Poor. These facilities include a concert hall, chapel, shop, café, library, cinema room, hairdressers, physiotherapy room, chiropody room, doctor's surgery and a large dining area.

At the time of the inspection 21 people were residing in the complex.

About the inspection

This was a short notice inspection which took place on 17 August 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:

- spoke with 10 people using the service.
- spoke with three staff and management.
- observed staff practice.
- reviewed documentation.

Key messages

People were happy with the care and support they received.

Friendships had been established and this created a warm and inviting place to live.

People were able to build and maintain social connections and activities to get the most out of life.

Personal plans need to be in place for all residents of the service.

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?	4 - 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.

People living in the service were treated with respect and dignity. Residents told us that staff are always polite and responsive when they have any contact. One person told us, 'Staff are very approachable and helpful if required'. Another said, 'The staff are so kind, and we have a real community here'. Residents consistently spoke highly of the overall service and were aware of the supports available to them if needed.

People made choices about how they spent their time and with whom they interacted. A number of the residents volunteer in the care home in a range of different ways including gardening, meal support, working in the shop and assisting with the entertainment, which they felt benefitted both them and others.

There were no restrictions placed on people's movements. This ensures respect for private and family life for people living in complex.

The service is very important for meeting people's spiritual needs and a daily mass service was available for residents to attend. Important events are celebrated including people's birthdays with residents invited to attend a monthly event in the care home.

People spoke about the social aspect of the service. Friendships had formed and we could see the positive impact this had on people's wellbeing.

Some of the comments people made to us were:

'The move has been good for me, initially I was not keen to move, I now have company, things to do, good food'.

'Plenty of things to get involved in, I volunteer in the shop, attend art class, plenty of entertainment on'.

'Great friendships have been made and there are good opportunities to socialise'.

'The response from maintenance is good; any issues are fixed promptly'.

People were encouraged to be as independent as possible; facilities and equipment was in place to support this. There are policies and procedures in place which allow for support at home from agencies or within the adjoining care home until the person recovered. An alert system provided a link to assistance when staff are not in the building. These measures mean people can have confidence their health needs will be met in an emergency or unexpected event.

Residents are offered a support plan, at the time of inspection very few people had these in place to outline what they could expect from the service. Some residents told us they did not require a support plan as they did not require direct support.

People have been supported to access a range of health services and staff understood their role in directing people to the appropriate type. Daily welfare checks are carried out and follow up actions taken if unsuccessful. One person said, 'My health and wellbeing benefits from having the best of both worlds of where I live and what is available'.

People benefitted from dietary needs being considered when they opted to have meals in the main building, example of person able to have a sweet which were sugar free.

People consistently spoke of feeling safe and secure and well protected where they live.

How good is our leadership?

4 - Good

We made an evaluation of good for this key question, as several important strengths taken together clearly outweighed areas for improvement.

The manager was visible in the service. People knew who the manager was, and all said that they would raise any concern they had, and that action would be taken. This made people feel valued and respected.

We found that the service continually evaluated people's experiences to ensure people were getting support that was right for them. People had opportunities to give feedback at regular resident meetings held and surveys issued. One person said, 'I take part in the resident meetings and feel listened to'. Feedback from meetings and surveys were collated, and action plans devised to inform service developments. This meant that the management team were responsive to feedback and used this to improve the service.

Ongoing refurbishment and improvement work had taken place with the involvement of residents. This has included new flooring, lighting, kitchens in most of the flats and a new lift to help people's mobility and daily life. One resident told us, 'Recent refurbishments have been good, and I really like the new kitchen installed'. Feedback from residents was very positive about these improvements and the response from the maintenance staff to any issues or repairs reported.

Housekeeping audits were carried out on a regular basis to ensure the environment is cleaned to a high standard.

The service followed best practice staff recruitment procedures which meant that people could have confidence that the staff who supported them were appropriately and safely recruited.

Staff were knowledgeable about their role and had opportunities to undertake a range of relevant training. Staff told us that they felt that their training had equipped them well for their roles.

We discussed with the manager the need for all the residents to have a support plan in place to guide staff in peoples current support needs. This should reflect any changes in individuals' health and wellbeing and be reviewed on a consistent basis to reflect changes in any support needs.

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?	4 - Good
2.2 Quality assurance and improvement is led well	4 - Good

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