

Enable Glasgow Housing Support Unit Housing Support Service

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Telephone: 0141 339 5130

Type of inspection: Unannounced
Inspection completed on: 28 July 2017

Service provided by:
Enable, Glasgow Branch

Service provider number:
SP2004005393

Care service number:
CS2003053682

About the service

Enable Glasgow's Housing Support and Care at Home Service offers personalised support to six individuals within the local community; some of whom opt to have a joint tenancy.

Personalised support is based on assessed need which informs individual budgets.

Support is delivered in a way that reflects individual needs, preferences and circumstances.

Priority is given to maximising potential, developing and maintaining skills and being responsive to changing needs. Being a valued part of the local community is at the heart of this service's objective.

The management, seniors and staff team are committed to continual improvement of knowledge and skills leading to effective practice which assists individuals to achieve their desired outcomes.

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com.

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

What people told us

Overall people who used the service were very happy with the quality of care and support provided to them by the staff team and management, it was clear that staff had a long history with service users and anyone who used the service was treated with dignity and respect.

Some examples of their comments included -

"I enjoy seeing the staff and chatting to them. Staff are very helpful and help me do my housework, they phone me every night to see if I have taken my tablets and chat to me."

"I am happy with the support I receive from Enable Glasgow. I get on well with all staff, and have a joke and a laugh."

"Staff support me well, and respect me. Staff support me with personal care and respect my dignity. I am happy with the support I receive and enjoy spending time with staff. Staff help me with my weekly shopping and housework. I like when staff take me out for lunch and dinner."

Self assessment

We did not ask the service to submit a self-assessment prior to this inspection.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

What the service does well

Enable Glasgow's Housing Support and Care at Home delivered a service to six people in their own homes.

We found that the service was very good at involving service users to stay in touch with what was happening both within the service and their local area.

Throughout the inspection process we saw that the support provided by staff enabled people who used the service to achieve very good outcomes.

Service users that we met and spoke with, told us that staff and managers met with them regularly. They could have one to one sessions or meet as a group. We saw that appropriate actions were being recorded and carried out; this meant that each person was included, kept informed and had their own individual preferences met.

We reviewed service users support plans and found that they contained extensive information about their life histories and general health; this meant that service users could be confident that their health and well-being was being maintained to a very good level.

Support plans also detailed how a service user would like to communicate with others; this ensured that their voices were being heard.

We reviewed the individual "Hospital Passport" and found that this provided relevant information on how service users should be supported in the event that they had to attend another setting or hospital.

Staff that we met and spoke with appeared highly motivated; they received training relevant to their role. We found that should a staff member require additional training to support a service user with a specific health condition then the service was quick to provide that level of instruction; this meant that service users could be confident that they were being supported by a well trained staff team.

We reviewed staff personnel records and found that the service had a robust recruitment and selection procedure; this meant that service users could be kept safe. We also reviewed staff training records and found that they were appropriate to the needs of the people who used the service. Examples of these included:

- Food Hygiene
- Moving and Assisting
- Adult Support and Protection
- MAPA - Management of Actual or Potential Aggression

We concluded that the people who used this service could be confident that the service they received was being provided by a well-trained, committed and professional staff team.

What the service could do better

The service used MUST (Malnourishment Universal Screening Tool). This was used by staff to evidence unintentional weight loss or weight gain. Following a review of service users support plans we found that not everyone was at risk of unintentional weight changes and the service should only use these if required to do so.

We found that although the service users support plans were informative, they could have been more outcome focussed. The service informed us that they were in the process of re-developing their support plans to take more account of each individuals outcomes; the new support plans would also record progress against agreed outcomes. We will continue to monitor this prior to the next inspection to determine the effectiveness of the new support plans and support plan review documents.

We reviewed service users risk assessments and although some were essential others were not, other examples of these included risk assessments for people's weight and health conditions. We discussed this with the service who will review all risk assessments individually to ensure that only the risks that had been identified in an assessment were being controlled.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

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

Inspection and grading history

Date	Type	Gradings	
6 Jul 2016	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
16 Jan 2015	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	4 - Good
21 May 2013	Announced (short notice)	Care and support	4 - Good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	4 - Good
12 Jul 2012	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
9 Sep 2009	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
26 Jun 2008	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

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