

# Enable Glasgow Housing Support Unit Housing Support Service

Balshagray House  
42 Balshagray Drive  
Glasgow  
G11 7DA

Telephone: 0141 339 5130

**Type of inspection:**

Unannounced

**Completed on:**

29 August 2019

**Service provided by:**

Enable, Glasgow Branch

**Service provider number:**

SP2004005393

**Service no:**

CS2003053682

## About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services can be found on our website at [www.careinspectorate.com](http://www.careinspectorate.com)

Enable Glasgow provides a housing support service and a care at home service. The housing support service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011. The care at home service was registered with the Care Inspectorate on 24 August 2015.

Enable Glasgow's housing support and care at home services offer personalised support to five people 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 people's 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.

Staff and management are committed to the continual improvement of knowledge and skills leading to effective practice which assists people to achieve their desired outcomes.

## What people told us

All of the people that we spoke with told us very positive things about the service. They valued the support that they were getting and they liked the staff who supported them. People using the service told us that they were very fond of staff. This is what some of them said:

'Staff support me with my shopping, that helps me a lot.'

'I am happy with the staff that support me, I know them all well, I can trust them and I feel safe with them.'

'I do voluntary work at different places including Balshagray House. Staff treat me well.'

## Self assessment

We did not request the service to complete and submit a self assessment prior to the inspection.

## From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

## What the service does well

People that we spoke with told us that they were supported with compassion. This was evident in the way staff spoke with people using the service. It was clearly on an equal basis. People were supported to achieve the best that they could and to be as independent as possible both in their home and in the community. People were very aware of their rights as citizens. They were encouraged and enabled to be involved with advocacy groups where they learnt about how they could be more empowered. This meant that people got the most out of life because staff who supported and cared for them had an enabling attitude and believed in them.

The support plans we looked at contained a lot of very good, person-centred detail. They were dynamic, aspirational and clearly informed all aspects of care and support that people experienced. As the support plans set out how people's needs, wishes and choices would be met, this meant that plans were right for them.

The service worked well with other professionals. We spoke with some who visited the service during the inspection. They told us that staff were very good at referring people when they needed referred and at ensuring that advice and treatments directed by the professionals was followed through. People benefited from different organisations working together and sharing information about people promptly while their privacy and confidentiality were respected.

Support plans were evaluated monthly and reviewed six monthly or sooner if needs changed. Pictorial formats of care plans and minutes of review meetings were used to make communication easier for those who required this. We noted that following any review, support plans were updated to reflect any changes. People, or their representatives, were involved in both the support planning and in the reviews. This meant that people were fully involved in assessing their emotional, psychological, social and physical needs at an early stage, regularly and when needs changed.

The service had a robust quality assurance system, including audits. People's views were sought through questionnaires that people completed prior to the review meetings. People could easily contact the manager, whose office some visited on a daily basis, as they passed through to their flats. This meant that people's views contributed to shaping the service.

## What the service could do better

When people have a concern or complaint, this is discussed with them and acted on without negative consequences. While a detailed complaints policy was in place, we noted that it stated that the service would aim to have complaints investigated and concluded within 28 days. Unless the complaint required more time in which case the provider would write and inform the complainant about the extended timescale. We asked that this be amended to 20 days, in line with current legislation.

We were shown a draft development/improvement plan. The development/improvement plan needs to be developed further to show where the idea of development has originated from. This could be ideas from people using the service, staff and other stakeholders. The plans should be timed and should show who is responsible for taking them forward. They should also be signed off once achieved. This would mean that people are benefiting from a culture of continuous improvement.

## 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](http://www.careinspectorate.com)

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

### Previous requirements

There are no outstanding requirements.

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

### Previous recommendations

There are no outstanding recommendations.

## Inspection and grading history

Date	Type	Gradings
7 Sep 2018	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
28 Jul 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
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

Date	Type	Gradings	
		Management and leadership	3 - Adequate

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