

Community Service Housing Support Service

Pavilion 6a,
Moorpark Court
35 Dava Street
Govan
Glasgow
G51 2BQ

Telephone: 0141 440 1309

Type of inspection:

Unannounced

Completed on:

27 August 2019

Service provided by:

Mainstay Trust Ltd.

Service provider number:

SP2003000175

Service no:

CS2004077238

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

Community Service is provided by Mainstay Trust Limited and is registered to provide a Housing Support and Care at Home service to people with a range of disabilities in their own homes and in the community. The office base is in the Govan area of Glasgow and it provides a city-wide service.

The building located in Govan is over two floors and consists of a reception area, an office space on the upper floor and "The Hub" which offers facilities for people who experience support on the ground floor. There is a computer suite, kitchen, small breakaway rooms and a large open space that is used for a variety of activities. The toilet and changing facilities provide equipment suitable for the needs of people who used the service.

Mainstay's overall objective is "to create an environment where individuals can achieve their full potential and achieve the best day possible for every person we support." Their aims include "to provide a structure of support which will assist and encourage individuals to gain both skills and confidence to lead to a more autonomous and independent life."

At the time of the inspection 64 individuals were experiencing support.

What people told us

Service users' comments:

"Hopefully I am heard."

"Like seeing my pals."

"All staff are great."

"Really enjoy craft group."

"Friends around me."

"Like Intermingling."

"will listen to me."

"complaints are dealt with that day."

"enjoy gardening."

"Previously involved with accessible places."

Relatives' comments included:

"can't even put into words how amazing carers and management are."

"exceed their general duties."

"very caring attributes and nothing is a bother to them."

"Communication is excellent, he really cares, taking one step further."

"staff were very supportive in their own time. Very supportive at hospital, can do attitude. Very happy."

"Communication is excellent, very transparent, discuss options, my experience matters. Rebuilt his confidence."

"Expanding his team as moving into own accommodation. I am actively involved. Staff value all input from families."

Self assessment

The Care Inspectorate did not require the service to complete a self assessment for this inspection year.

From this inspection we graded this service as:

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

What the service does well

A personal plan (sometimes referred to as a support plan) should be right for individuals because it sets out how their needs will be met as well as their wishes and choices. We thought that the care plans we looked at contained a lot of very good, person centred detail. The Health and Social Care Standards were referenced and linked into the relevant plans. While this was good, as it prompted staff to think about outcomes for people, the outcomes were sometimes not explicit enough.

People should be fully involved in assessing their emotional, psychological, social and physical needs at an early stage, regularly and when needs change. Support plans were evaluated regularly and overall reviewed six monthly or sooner if needs changed. We noted that plans were updated to reflect any changes, following review meetings. People or their representatives were involved in the care planning and in the reviews. This gave them a sense of ownership and of being in control of their care and support.

During our observations, we noted that care and support for individuals was being delivered as the support plan dictated. This demonstrated that staff were clear about what they were expected to do when working with people and that service users received the care and support that they had agreed to. People should get the most out of life because the people and organisation who support and care for them have an enabling attitude and believe in their potential. We saw staff working with people in a manner that was supportive and encouraging. Staff worked to the individual's pace. This made people feel confident and not rushed in whatever they were doing and trying to achieve.

People should be supported to participate fully as citizens in their local community in the way that they want. Campaigning groups such as accessible transport was effective, this made people feel that they could influence decisions in the community and country.

What the service could do better

People should be supported to give regular feedback on how they experience their care and support and the organisation should use learning from this to improve. While people could testify to influencing decisions about their care and support and issues in the service as a whole, we thought that the service could better evidence how they sought people's views and how these influenced change in formats that were easier for service users to understand. (See recommendation 1).

The service plan could be further developed to highlight the various 'champion roles' among the team that have been established.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The manager should ensure that information relating to positive outcomes achieved is unique and understandable to the individual service user.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that, 'I experience high quality care and support because people have the necessary information and resources.' (HSCS 4.27)

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

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
1 Mar 2019	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
21 Mar 2018	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
14 Mar 2017	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 3 - Adequate Management and leadership 4 - Good
23 Mar 2016	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 5 - Very good Management and leadership 4 - Good
3 Feb 2015	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
10 Feb 2014	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
14 Sep 2012	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
15 Sep 2010	Announced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed

Date	Type	Gradings	
		Management and leadership	5 - Very good
5 Oct 2009	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
10 Feb 2009	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	3 - Adequate

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