

Supported Accommodation Services Housing Support Service

Pavillion 6a
Moorpark Court
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Govan
Glasgow
G51 2BQ

Telephone: 0141 440 1309

Type of inspection:

Unannounced

Completed on:

19 July 2019

Service provided by:

Mainstay Trust Ltd.

Service provider number:

SP2003000175

Service no:

CS2003054357

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.

Supported Accommodation Services is provided by Mainstay Trust Ltd. to provide Housing Support and Care at Home to adults with physical and learning disabilities in their own homes. The service provides a variety of support packages which are developed around the needs of each individual. There are currently 29 people supported by the service. The office base for the service is in the Kinning Park area of Glasgow. The building has communal space for service users to meet and be involved in activities.

Mainstay's mission statement states that the organisation: 'will provide appropriate flexible support, both practically and emotionally, to people with learning or physical disability and their family carers, which will grow and develop with them from an early age into their senior years.'

What people told us

"Excellent in everything they do for everyone."

"If I had any issues, they would be dealt with by my key worker who is easy to talk to."

"The staff do their job well."

"very high standard of care."

"I think it is a great service and I am very grateful for it."

"very happy with the service."

"The staff are great, nothing is ever too much trouble for them."

Self assessment

The Care Inspectorate had not requested the service to complete a self assessment.

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

We found very good evidence of continuous improvement since the service was registered. Participation across the service was kept up-to-date for the service and to know what people's current views were.

The management and staff team demonstrated a person centred approach to care which focused on maintaining and promoting independence and meaningful activity. We saw that staff were knowledgeable and experienced and had used their expertise to promote very good outcomes for people who use the service. The service overall has strong links with the local community which enhanced the quality of life of the people who use the services. Service users talked about some of the activities they enjoyed and we saw some of the ways in which people's achievements were celebrated. People told us this helped them to feel more confident and comfortable in their own abilities and what was important to them. Respectful relationships and communication was seen continually between staff and service users. Service users discussed support they received and we observed these positive relationships.

When discussing participation and engagement, people felt involved in support and listened to and all were impressed by the local management team. Service users gave examples of how they were encouraged to be involved in improving the service and how they benefited from a culture of continuous improvement. They confirmed that their views were always sought and choices respected. This included decision making when there was reduced capacity.

Outcomes relating to health and wellbeing were being delivered to a very good standard and we could see this in personal plans. These contained clear risk reductions with staff focusing on outcomes. We could see some very good person centred information and approaches, such as 'what's working for me and what isn't working for me.'

It is important that people experiencing care are fully involved in developing the service plan as the service remains committed to an improvement agenda. The quality assurance systems used actively sought service users' views to help shape future delivery. The management and staff team are always looking at ways that the service could improve for the benefit of the people accessing this resource. We saw very good evidence of using photographs, small group discussions and creative use of technology to gather views from service users that were then used with future direction of the service with accessible plans on how to achieve points raised. Consistently we were told that all staff were experienced and therefore able to provide strong leadership. The organisation was engaged with the Care Inspectorate and this gave us confidence in their ability and capacity for improvement.

What the service could do better

The provider has developed a service improvement plan which looks at all aspects of the service. This gives service users clear information about the service to ensure that it meets the expectations and also ensures all information is shared when taking decisions. The service plans to maintain and increase opportunities in involving people in improving support. To do this they will need to continue to be flexible about the ways they involve people, to keep up-to-date with current best practice in involving people and look at innovative ways they can encourage people to be as involved as possible. The support plans could be further developed with more effective individualised outcomes which could help people to have more clarity in their decision making. These should include using the review process to capture unique positive outcomes with greater effect. (See recommendation 1).

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

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

Recommendation 1

The manager should ensure that information in support plans is monitored regularly to ensure that it is accurate and up-to-date.

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)

This recommendation was made on 23 August 2018.

Action taken on previous recommendation

Managers and senior support workers have had support plan training, sampled support plans confirmed that regular updating of care plans is taking place. Robust audits in place, staff interviews discussed protected time to stay up-to-date with paperwork. This recommendation is now met.

Recommendation 2

The manager should ensure that support plan reviews are held twice-yearly and involve the person supported, carers and other relevant people who the person wishes to attend.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that, 'I am fully involved in developing and reviewing my personal plan which is always available to me'. (HSCS 2.17)

This recommendation was made on 23 August 2018.

Action taken on previous recommendation

The service development manager has developed a comprehensive quality assurance system including spot checks, all reviews sampled were reviewed at least every six months or sooner when appropriate.

This recommendation is met.

Inspection and grading history

Date	Type	Gradings
23 Aug 2018	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed 4 - Good Not assessed
3 Aug 2017	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed Not assessed 4 - Good
31 May 2016	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed Not assessed 4 - Good

Date	Type	Gradings
18 Jun 2015	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 5 - Very good Management and leadership 4 - Good
19 May 2014	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
23 Oct 2012	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
23 Oct 2012	Announced (short notice)	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 Management and leadership 5 - Very good
25 Feb 2010	Announced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very 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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