

Care service inspection report

Gowrie Care Limited - Glasgow

Housing Support Service

Unit 15

69 Dixon Road

Govanhill

Glasgow

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Telephone: 07852473773

Inspected by: Drew Conlon

Type of inspection: Unannounced

Inspection completed on: 17 January 2012



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Service provided by:

Gowrie Care Ltd

Service provider number:

SP2003000083

Care service number:

CS2004061956

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Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

We gave the service these grades

Quality of Care and Support	5	Very Good
Quality of Staffing	5	Very Good
Quality of Management and Leadership		N/A

What the service does well

The service is flexible and responsive in the way it provides for its often vulnerable service users.

What the service could do better

The service is reviewing its service users forum model of seeking service user's involvement.

What the service has done since the last inspection

The service has been introducing new methods of working, including group work with women.

Conclusion

The staff team and management at Gowrie Care Glasgow are committed and enthusiastic and provide a high standard of care and support for people who use the service.

Who did this inspection

Drew Conlon

1 About the service we inspected

Gowrie Care (Glasgow) Ltd is a charitable subsidiary of Hillcrest Housing Association. It provides housing support services and before 1st April 2011 this service was registered with the Care Commission. On this date the new scrutiny body, Social Care and Social Work Improvement Scotland (SCSWIS), took over work of the Care Commission including the registration of services. This means that from April 1st 2011, this service continued its registration under the new body SCSWIS, also known as the Care Inspectorate.

Based on the findings of this inspection this service has been awarded the following grades:

Quality of Care and Support - Grade 5 - Very Good

Quality of Staffing - Grade 5 - Very Good

Quality of Management and Leadership - N/A

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.scswis.com or by calling us on 0845 600 9527 or visiting one of our offices.

2 How we inspected this service

The level of inspection we carried out

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

What we did during the inspection

The evidence for this report was gathered by Drew Conlon, Inspector. He visited the service over two days on Monday 16th January from 9.30 a.m to 4.30 p.m and on Tuesday 17th January from 9.30 a.m to 2.45 p.m.

During the visit he spoke with the area manager, the service manager and depute manager, three support workers, two assistant support workers and a student, who was on placement with the service. He also spoke directly with four service users and spoke to one service user on the telephone.

Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

Inspection Focus Areas (IFAs)

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at www.firelawscotland.org

The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic

Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

The Care Inspectorate received a self assessment which was fully completed. We were satisfied with the way the service had completed this and the relevant information they had given under each of the headings we grade them for.

The service provider identified what they did well, some areas for improvement and any changes they had planned. The service provider told us how the people who used the service had been involved in the self assessment process.

Taking the views of people using the care service into account

The views of service users were favourable.

'My support worker has been really good, I find it very hard to make decisions'.

'My worker is always well organized and on time and always asks me about the boys'.

'My worker comes to appointments with me and that is a good help'.

Taking carers' views into account

No carers became available during the course of this inspection.

3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 5 - Very Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

Service strengths

The provider has a participation strategy. There was evidence for its use for instance, in the completion of service user exit interviews.

There was evidence of positive efforts to seek service user's views whenever service users met together.

Service users confirmed they were regularly asked about what help they wanted and what should be in their support plans.

Support plans contained a consistent quality of information and were written with notes well up to date.

Areas for improvement

The service has tried to keep a service user forum going, despite the short term nature of involvement with some service users. The service is going to review this method to see if a more effective mechanism can be developed. A local action plan for participation will then be developed including outcomes that can be measured.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 2

We enable service users to make individual choices and ensure that every service user can be supported to achieve their potential.

Service strengths

Service users said their choices, preferences and goals were listened to.

Support plans showed effective links with a wide range of social security, housing and health agencies.

Good use of the interpreting services was observed in helping service users reach their goals.

The service hold social and recreational activities to bring service users together.

The service has made specific efforts to meet women's issues, in particular through a group work initiative.

Areas for improvement

The service has access to a student counsellor who can provide counselling hours for those service users who can be hard to reach and engage with.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 - Very Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

Service strengths

The strengths noted in Theme 1, Statement 1 applied here too.

Service users were clear they had ample opportunity to comment on the service.

Staff confirmed the service gives a high priority to seeking service user's views.

Areas for improvement

The provider is planning to recruit a part time inclusion officer to work with staff on ideas about engagement and inclusion.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 3

We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

Service strengths

An appropriate programme of SVQ and other training is in hand.

Staff interviewed spoke positively about the range of training they were offered.

Towards the end of last year the team had an 'Away Day' development event. This focused on good practice and service improvement and a number of sub-groups are taking this work forward.

Staff were able to relate high motivation to the value they place on service users and supportive teamwork, both formally and informally, with colleagues.

There was evidence that the Scottish Social Service Council's Codes of Practice were used for active learning. Staff were asked to identify a particular piece of work and identify how the Codes were helpful.

Areas for improvement

Staff are visiting other Gowrie services to share and gain ideas on good practice and service development.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 4: Quality of Management and Leadership - NOT ASSESSED

4 Other information

Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

Enforcements

We have taken no enforcement action against this care service since the last inspection.

Additional Information

None applicable.

Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in SCSWIS re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).

5 Summary of grades

Quality of Care and Support - 5 - Very Good	
Statement 1	5 - Very Good
Statement 2	5 - Very Good
Quality of Staffing - 5 - Very Good	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
Quality of Management and Leadership - Not Assessed	

6 Inspection and grading history

Date	Type	Gradings
16 Dec 2009	Announced	Care and support 5 - Very Good Staffing 5 - Very Good Management and Leadership Not Assessed
10 Dec 2008	Announced	Care and support 4 - Good Staffing 4 - Good Management and Leadership 4 - Good

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.

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