

Gowrie Care Limited - Queen Mary Avenue Housing Support Service

42 Queen Mary Avenue
Glasgow
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Telephone: 0141 423 2762 The Monteith 552 2322

Type of inspection: Unannounced
Inspection completed on: 17 August 2016

Service provided by:
Gowrie Care Ltd

Service provider number:
SP2003000083

Care service number:
CS2008175800

About the service

Gowrie Care Limited - Queen Mary Avenue provides a combined Housing Support/Care at Home service which is designed to meet the complex needs of men and women who have previously suffered from homelessness and mental health problems.

The service is currently provided at two sites:

Queen Mary Avenue - located in a quiet residential area on the south side of Glasgow with easy access to public transport and local services. The service is provided in a large modern building to a maximum of eight women in self-contained flats and easy access to the common areas of the building. There is a large well laid out garden and patio area to the rear of the building which is very well maintained.

The Monteith - located in the east end of Glasgow with easy access to public transport and local services. The service is provided in an older large red sandstone building (previously a working men's hostel) to a maximum of 24 men who live in their own room with access to communal facilities. There is a small contained patio area with raised planters and garden furniture to the rear of the building.

On day one of the inspection there were 26 people using the service and 24 on day two.

The service's aims are:

To provide support that is tailor made to suit individual needs

To build on strengths and develop skills

To encourage people to live as independently as possible

To encourage people to take responsibility where possible

To promote social inclusion

To provide choice and opportunity

What people told us

Before the inspection we sent 20 care standard questionnaires to people who use the service and received four back. We also met and spoke with seven of the 26 people using the service at both project locations as well as a relative of one person.

Overall people were satisfied with the support they received from the service and gave us positive comments about the staff and managers in both locations.

Their comments included:

"I honestly feel the staff have given me great support, they have helped me in a way I feel confident. I feel I will be able to move into my own house one day as I can pay my bills and TV licence on time. Everything seems to be going the right way for once all thanks to QMA support."

"Staff have been fantastic. I keep myself to myself but I know I can talk to them if I need to. I have good conversations with the night staff."

"They help me with letters and what they mean."

"Staff are all brilliant, every one of them. I can talk to any of them - they're not counsellors but they listen. The bosses (names) tell you it as it is and I like that."

"They cook for me and show me how to do it. I never used to cook before, now I've got recipes."

"Staff are great. They support me to my appointments. I can talk to any of the staff including managers and night staff."

"I helped to interview for new staff and everyone I chose got the job. I got to ask my own questions."

"I get good support from staff with my anxiety. I go to the office to talk to them. One or two I know better come to my room to talk to me - this helps me to feel less anxious."

"I'm very happy living here. I feel safe. Staff are great. Along with my caseworker they're helping me to look at moving on options. I wish I could stay here."

"I'm very happy with the support my relative gets. Communication with me is very good. (Relative's name) has done things here I wouldn't have thought possible such as volunteer at the homeless games."

External stakeholders' comments included:

"Staff manage to create a really warm, friendly and caring atmosphere".

"I have found the staff to be very professional and knowledgeable. They have a good relationship with social work and liaise well with other agencies".

Self assessment

The Care Inspectorate received a fully completed self-assessment from the provider.

The provider identified what they thought the service did well, areas for improvement and any changes that were planned. The self-assessment clearly identified some key areas that managers and staff believed could be improved and how they intended to do this. The self-assessment told us how people who use the care service had been made aware of the self-assessment process.

Further improvements could be made by including more specific information on what outcomes have been achieved for people who use the service and including their views on how the service could be improved.

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

People who use the service received a very good standard of care and support that was person centred and flexible and focused on developing independent living skills, taking responsibility and improving health and wellbeing in preparation for moving on. People received very good emotional support from staff.

There were regular opportunities through reviews, questionnaires and meetings for people to give their views on the service. Those we met felt their views were respected and we saw examples of improvements as a result of their feedback.

Outcome Star was used for each person to set goals and decide the actions needed to move on from the service. Regular reviews with the person's keyworker helped them to see the progress they were making in coping with the issues caused by homelessness.

People we met described staff as knowledgeable and very supportive and told us of the positive differences to their lives as a result. Staff presented as motivated and committed to responding to people's needs in a supportive and individual way. External stakeholders confirmed this.

We found a positive approach to developing staff knowledge such as training champions and a staff member presenting a policy at team meetings. There continued to be a good range of training tailored to people's needs in areas such as mental health and asylum seekers and refugees. Staff spoke positively about the training offered and told us they were able to request other training relevant to their role.

Staff described management as approachable and respectful which helped to contribute to effective team working.

A range of internal audits and monitoring by managers ensured the quality of the service. It was good to see that observation of staff practice by managers had been introduced. Overall the management team demonstrated their commitment to continuous improvement and evidenced the positive impact on outcomes for people that the quality of support was having.

What the service could do better

We looked at medication systems and found that more frequent audits were now carried out. However we found an area of practice that needed to be improved. (See Recommendation 1)

Notification reporting had improved and we discussed with the registered manager the categories of notification in order to improve further.

We saw a service improvement plan at each location and discussed the need to show more clearly what progress had been made.

We saw and heard of some very good systems in each location that were not standard practice in the other and felt that both services would benefit from more sharing in these areas.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The manager should ensure that medication to be administered is given by a member of staff who has checked it against the administration record and not by a third party.

National Care Standards, Care at home, Standard 3: Management and staffing arrangements, and Standard 8: Keeping well - medication

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
11 Aug 2015	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 4 - Good
30 Sep 2014	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
12 Jul 2013	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
13 Jul 2012	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
12 Aug 2011	Unannounced	Care and support 5 - Very good

Date	Type	Gradings	
		Environment Staffing Management and leadership	Not assessed Not assessed 5 - Very good
27 Apr 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good

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