

Balmoral Gate Care Home Service

Flat 0/3
14 Raploch Avenue
Glasgow
G14 9FF

Telephone: 0141 959 0672

Type of inspection:

Unannounced

Completed on:

17 January 2019

Service provided by:

The Richmond Fellowship Scotland
Limited

Service provider number:

SP2004006282

Service no:

CS2003000932

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.

Balmoral Gate is registered as a care home service to provide care for up to ten people with a range of mental health needs. The service is provided by The Richmond Fellowship Scotland (TRFS). A team manager is responsible for the running of the service. They are supported by a support worker who oversees the support and service planning and also gives first line management on a day to day basis. A team of support practitioners provide support and keyworking to residents.

The service is based in a modern building within a quiet residential area in Scotstoun. Residents' flats are located over three floors across two adjacent blocks. Each supported person has an occupancy agreement for a self contained, furnished, two bedroomed flat. Residents have access a communal garden to the back of the flats. A staff base is situated on the ground floor.

People can remain at Balmoral gate for up to three years. The service aims is to increase individual's daily living skills which results in confidence building and full independence, meaning that support is decreased as people grow in confidence meeting agreed outcomes.

What people told us

Comments from the people that we spoke with and the completed questionnaires that were returned to us, were all very positive about the service and the staff that work in it. Many spoke about gaining confidence, self esteem, knowledge and skills and having their lives back..

Some of the comments made included:

'Staff support has helped me to be more active and helped me find things to keep me busy.'

'When I first came here I could not go out on my own, now I can!'

'If I'm having a bad day the staff listen to what I say and try to help me through it.'

'I am treated really well here, they care for me.'

'I like the humane approach and support and care and the way people are treated with respect.'

Self assessment

The service was not requested to 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 environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	6 - Excellent

What the service does well

People that we spoke with, spoke very openly about being supported by caring sincere staff who treated them with dignity, respect and compassion. People were valued whatever their needs, ability, gender, faith, mental health race or sexual orientation.

During the inspection, we witnessed staff working with an individual and through excellent communication skills that they were applying, managed to reduce the individual's distress and anxiety levels. We thought that the skills demonstrated by staff while dealing with this situation were exceptional.

We could see that from the initial assessment and throughout the rehabilitation and recovery, people were recognised as experts in their own experiences, needs and wishes. The service's 'Move In' pack outlined this very well. People that we spoke with also confirmed that these structured programmes helped them through settling in and throughout the journey to recovery more achievable. We were told that the service had shared their 'Move In' and 'Move On' packs with other services who had requested them after recognising the good work that had gone into them and the success rate of recovery.

Prior to assigning a key worker to an individual, the worker's skills personality characteristics and interests were matched with the support that the individual needed or wanted. People told us that they request a change if they felt their match was not working. One person told us; 'I get on better with some staff than others and if I could not work with a particular worker, I would say to the manager and this would be respected and changed'. They credited the good progress they had made to the good trusting relationship with the worker that supported them.

We spoke with someone who at the beginning suffered a lot of anxiety whenever they had to go out on their own. At the time of the inspection they had gained enough confidence and were acknowledging that they did not require as much support from staff. Because they had been helped to feel safe and secure in their community, they felt ready to move on from the service.

People could choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day, both indoors and outdoors. Amongst all the activities people were involved in, many were keen to share with us their experience of an outdoor holiday they had recently been on. It was clear that the experience had had a very strong and positive impact on individuals. Apart from the holiday being a lot of fun, they told us they had learnt a lot of team building skills which they were going to try and implement into their day to day living. One person summed it up by saying; 'Having a go at activities that challenged us gave us a real boost to our confidence and self esteem'.

The service had a strong leadership that had the respect of residents, relatives and staff. The management team was passionate in what they did and had paved good links with other agencies in the community. A planning day to look at 'How well are we doing' was scheduled for next month, this would involve residents and staff. Talking with people here, we gathered that there was a true sense of partnership between residents, staff and management.

People should experience high quality care and support based on relevant evidence, guidance and best practice. We noted that some social workers who had links with the service had requested and sent students to the service to gain experience in what they deemed a very good service. They had seen the dedication, the passion and the commitment that staff here had in the job they did.

What the service could do better

We saw displayed statements that had been made by residents. While these were very strong and positive statements, dating and signing them would help make them more authentic and also help identify the period the comments refer to.

While the support plans were very informative, person centred and outcome focused, we noted that the lay out could be confusing regarding current support being delivered. The front pages reflected support that the individual had already achieved and moved on from. We thought that moving these to back of the file would address the issue. The senior support worker had also identified this and was working on rectifying it.

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.

Inspection and grading history

Date	Type	Gradings
21 Mar 2018	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
22 Nov 2016	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good

Date	Type	Gradings	
14 Dec 2015	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent 5 - Very good 5 - Very good 5 - Very good
15 Jan 2015	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent 5 - Very good 5 - Very good 5 - Very good
16 Jan 2014	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent 5 - Very good 5 - Very good 5 - Very good
30 Jan 2013	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent 5 - Very good 5 - Very good 4 - Good
16 Nov 2011	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
8 Dec 2010	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed Not assessed Not assessed
1 Jul 2010	Announced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 5 - Very good Not assessed
17 Mar 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good Not assessed

Date	Type	Gradings	
21 Aug 2009	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
31 Mar 2009	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	4 - Good
29 Aug 2008	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	4 - Good

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