

Esmond Street Advanced Support Service Care Home Service

61 Esmond Street
Glasgow
G3 8SL

Telephone: 01413 527 990

Type of inspection:
Unannounced

Completed on:
2 May 2024

Service provided by:
Enable, Glasgow Branch

Service provider number:
SP2004005393

Service no:
CS2003000839

About the service

Esmond Street Advanced Support Service is registered with the Care Inspectorate to provide a care home service for 22 adults with learning disabilities.

The service is provided over three levels in a purpose-built home located in a residential area in Yorkhill, Glasgow. Local transport and amenities are within walking distance of the home.

On the ground floor, there are offices and a kitchen and dining room. There are also communal facilities and spaces including a library, reminiscence lounge, pamper room/salon, quiet room, and contact rooms. The en suite bedrooms occupy the first and second floors of the building, as well as lounge and dining areas. To the back of the property, there is a well-kept secure garden area and a car park.

About the inspection

This was an unannounced inspection which took place on 23, 24 and 25 April 2024. Feedback was provided on 2 May 2024. The inspection was carried out one inspector from the Care Inspectorate.

To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with six people using the service and seven of their families
- spoke with six staff and two of the management team
- observed practice and daily life
- reviewed documents
- obtained feedback from three visiting professionals.

Key messages

- The service was very good at making sure people's care was flexible and personal to them.
- People's health needs were escalated to other health professionals when needed.
- People and their representatives were involved in planning their support.
- Communication with families was very good.
- The staff team knew residents very well.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	5 - Very Good
How good is our leadership?	5 - Very Good
How good is our staff team?	5 - Very Good
How good is our setting?	5 - Very Good
How well is our care and support planned?	5 - Very Good

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

5 - Very Good

We evaluated this key question as very good, as the service demonstrated a track record of effective practice and high-quality care.

We found that the service was making a positive difference to people's lives and supporting people to achieve their chosen outcomes. Feedback confirmed the service was very good at making sure people's care was flexible and personal to them. People told us they felt safe and happy in their home, and their right to make choices and direct their support was fully embedded within the culture of the service. They had opportunities to discuss and make decisions about the service.

There was a very welcoming and relaxed atmosphere within the service where staff interactions with people were very good. Staff engaged positively with people, treating them with genuine warmth, kindness and compassion. People had confidence and faith in staff and managers.

People were valued and respected and they benefited from building trusting relationships with staff. Everyone we talked to told us that staff excelled in their communication skills and were genuine, kind and compassionate in their interactions. People told us:

"The staff are very active in ensuring that my relative is content and well."

"The staff who I come into contact with are very committed to the care of the residents."

"The home environment is excellent."

"The home is well-managed, and the leadership team are open to discussions on ways my relative can be assisted to improve my relative's wellbeing."

The skills, knowledge and rapport of staff promoted trust and positive relationships which helped secure excellent outcomes for people.

Staff understood the importance of involving people in meaningful activity to enhance their wellbeing and support good mental health. There was a good range of meaningful activities for people to take part in. People told us they enjoyed taking part in the activities available and having the company of other people.

People benefited from a service that was person-centred and based on their needs and wishes. Comprehensive assessments were undertaken to establish people's life history, needs and wishes. The service had a very enabling approach to support people's wishes and aspirations. People were able to set their own goals and ambitions and were fully involved in developing their plans. Appropriate reviews were undertaken to ensure people benefited from their planned care interventions. This meant that people could be confident their planned care was right for them. Medication was managed well. This helped ensure people were supported to take the right medication at the right time and promoted health and wellbeing.

Staff worked in partnership with others for the benefit of people who used the service. Positive and effective working relationships with other agencies and health professionals involved in people's care helped people keep as well as they could. The management team had recognised a change in the needs of people using the service, with some people spending time as in-patients at the Queen Elizabeth University Hospital. They were innovative and liaised with staff at the hospital to increase their awareness of people with learning or intellectual disabilities, to facilitate people's eventual discharge, and to bring them home.

We heard how this had improved the hospital care of people, prevented prolonged hospitalisation, and improved their health outcomes.

There was overwhelmingly positive feedback about the service's professionalism, values, and ability to meet people's varied and complex needs. The service was well-regarded by health and social care partners as being experienced in managing complex care needs. One visiting professional told us, "It is a very homely and friendly atmosphere which provides a holistic approach of care in particularly ensuring a good quality of life for the people."

How good is our leadership?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

The provider had a quality assurance system in place which demonstrated a commitment to supporting positive outcomes for people. The system was underpinned by a clear process which gave guidance for managers to complete audits and obtain feedback from people.

Audits and checks were completed regularly, with issues identified and documented where improvements were needed. Managers held regular meetings with staff to discuss various topics relating to the quality of the service. An action plan, based on self-evaluation of the service, was in place to assist the service in planning, making and measuring improvement. This was detailed with reasonable timescales, informed by feedback from people and implemented well. People experiencing care could be assured of the service's commitment to continuous improvement and development.

The provider maintained very good communication with people and their families, and they asked for regular feedback. We saw that queries were responded to quickly and concerns were resolved satisfactorily. People were able to contact managers when they needed to and were confident they would be listened to.

Staff reported very good support available from their managers. Regular face-to-face supervision sessions and team meetings were held to assist in communicating effectively with staff. The training was of good quality with a high level of completion. There were formal managerial observations of staff competence as part of the ongoing supervision process. This ensured people experienced high-quality care and support based on relevant guidance and best practice.

There was obvious commitment and motivation to look at ways to further improve the quality of the service and promote positive outcomes for people in the service.

How good is our staff team?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people. We evaluated this key question as very good.

People could be assured that the numbers and skill mix of staff were determined by a process of continuous assessment featuring a range of measures linked to quality assurance. A recognised method was used to help inform staffing levels. This was used in conjunction with the knowledge of people's needs gleaned from the staff and management teams. This included taking account of the complexity of people's care and support.

Staff were clear about their roles and helped each other by being flexible in response to changing situations. We found examples when staffing levels had been increased to meet the needs of people, for example, a person needing end of life care.

Staff were highly motivated to ensure people received very good levels of support and care. They strived to provide each person with positive daily experiences. Feedback from people who used the service, and their relatives, was very complimentary about the staff.

How good is our setting?

5 - Very Good

We found significant strengths in aspects of the setting and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

Each part of the home was clean, attractive and well cared for. The furnishings were of good quality. Chairs and sofas were comfortable and were laid out in such a way as to promote a homely and warm atmosphere. Lounges were well-decorated and furnished, and there was plenty of social space. People could choose to use private and communal areas and were able to have private space when they wanted.

People were actively involved in giving their views about the setting and influenced decoration decisions around the home. They felt they were listened to and could influence changes and upgrades.

The communal areas were welcoming, spacious and tidy. The environment and equipment were cleaned to a high standard and well-maintained. The housekeeping team used environmental cleaning schedules to monitor their progress in cleaning areas of the home. The system gave an overview of all housekeeping activities to managers.

The home was decorated to a high standard. Maintenance records were in good order, with a clear process for highlighting any required work. Any issues reported were actioned quickly, promoting people's health and safety. Consequently, the general environment was safe and secure.

There was an enclosed garden area that was secure and easily accessible. People could independently use the gardens, weather permitting.

How well is our care and support planned?**5 - Very Good**

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

People's care plans were consistent and comprehensive. There was detail about people's needs and preferences. The service used a range of assessment tools that helped maintain people's health and wellbeing. Staff were proactive in seeking advice and support from other professionals when it was required.

People were viewed as experts in their care and were involved in their care planning. Contacts for relevant health professionals and family members were noted in plans, meaning people could be quickly contacted when issues arose. External professionals and relatives were invited to take part in reviews of care. This enabled relatives to give feedback and be involved in a meaningful way, in support of their family members.

The electronic care plan system generated action plans when there was a change in people's needs. This was helpful and management was alerted to incidents or changes in the system. Risk assessments and risk management plans were in place for people and these were also reviewed regularly.

Legal documentation was in place in people's plans. This helped inform staff of who should be consulted about people's care. The service had begun to develop future care plans for people. There was a plan for this to continue to be developed and we were confident this would be done. This would ensure that there was a detailed plan in place that noted people's wishes for end of life care.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

The service provider should ensure all complaints are responded to and managed effectively. Complaints should be fully investigated under their complaints procedure with a clear record of what was investigated, how it was investigated, if the complaint was upheld or not and the action the service has taken in response.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that: "I use a service and organisation that are well led and managed" (HSCS 4.23).

This area for improvement was made on 19 October 2022.

Action taken since then

The service had followed their procedure and accurate records were now kept. These included any action taken in response to any complaint or concern.

This area for improvement has been met.

Complaints

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

Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good
How good is our staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good
How good is our setting?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good
How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.