

South, HSCP Community Support Service Support Service

City Of Glasgow Council
Social Work Department
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Unannounced

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Service provided by:
Glasgow City Council

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About the service

South, HSCP Community Support Service is registered with the Care Inspectorate to provide a support service to older people in their homes and in the community. The service offers support to older adults who have dementia. The support consists of both personal and practical supports as well as respite for carers. The staff team supports people to access home-based and community activities depending on what they choose in relation to their outcomes. The service also offers a Goodnight Team that supports people to get to bed and offers any other help people may need, in line with their personal plan. The provider is Glasgow City Council Health and Social Care Partnership.

About the inspection

This was an unannounced inspection which took place on 4 and 5 June 2024. The inspection was carried out by 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:

- visited four people in their homes
- spoke with four people using the service and three of their family members
- spoke with four staff and management
- observed practice and daily life
- reviewed documents.

Key messages

- Staff are dedicated, kind and caring and strong advocates for people.
- Staff communicate with people with warmth, kindness and good humour.
- People were leading active lives doing things which were meaningful to them.
- Staff felt supported by the management team.

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?	4 - Good
How good is our staff team?	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 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 using the service were treated with compassion, dignity and respect. They received support that was kind and respectful. We saw those using the service being relaxed around staff and happy to see them. This meant people felt safe and comfortable with staff they knew and trusted.

People said staff were polite, respectful and delivered care with kindness and compassion. They never felt rushed and said they were always listened to. These approaches enabled people to build good relationships with support staff, facilitating positive wellbeing outcomes.

Family representatives spoke about their experience of the service very positively. We heard a range of very good feedback around the quality of care provided. Some family representatives explained that they were new to social care and had felt some anxieties around involving services in the support of their loved ones. These concerns had been allayed by the quality of the support provided. Positive experiences helped build resilience in sustaining them in their supporting roles.

The service understood when to refer people for additional aids and equipment, based on people's changing needs. These responsive approaches helped deliver effective wellbeing outcomes for people.

Our analysis of scheduling and consistency of staffing showed that there was very good consistency of staff delivering care. People told us this consistency helped them develop positive relationships with staff. It was clear this relationship building contributed to good health and wellbeing outcomes.

How good is our leadership?

4 - Good

We made an evaluation of good for this key question, as several important strengths, taken together, clearly outweighed areas for improvement. Whilst some improvements were needed, strengths had a positive impact on people's experiences.

People, relatives and staff spoke positively about the approachable and responsive management team. The management team worked well together. Staff consistently told us they felt supported and could approach the management team with any issues professionally or personal. Staff were positive about working for the service and the teamwork in place. It was evident that staff had a genuine commitment to providing high quality support to people they worked with.

The management team was involved in the completion of a range of quality assurance audits. When audits identified areas that required improvement, these were discussed with staff in team meetings and individual supervision to address and improve.

The service had developed an improvement plan that highlighted what was doing well and how it could get better. We felt this was an insightful management document that should help drive standards even further. We asked the management team to make the improvement plan, and general quality assurance processes, more inclusive by involving the opinion of people, relatives, staff and visiting professionals. This diversity of opinion could offer richer perspectives on improvement and better evidence the inclusive values of the service.

The management team had a good overview of the training needs of staff. This helped to ensure that they had the correct knowledge and skills to fulfil the role and appropriately care for people. A plan was in place for staff to update and complete necessary training. Staff supervision was being consistently completed for all staff on a planned basis. Reflective discussions are important to allow staff dedicated time to consider their own development and work practices.

At the previous inspection, we made a requirement regarding the registration of some of the staff team with the Scottish Social Services Council (SSSC). The service now has an effective system in place to monitor initial registrations and ongoing, annual renewals of the staff team. This requirement has been met.

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, therefore we evaluated this key question as very good.

We observed kind and caring interactions between staff and people, and saw laughter, encouragement and inclusion being supported. The staff team was valued by people experiencing care. This was representative of feedback from people receiving care, relatives, and stakeholders. Comments included: "The staff are always friendly and support me well" and "the staff are a great team." This assured us that the staff team were caring and considerate in their practice.

The management team monitored the staffing arrangements required to safely meet people's needs. These were regularly reviewed and updated to ensure there were sufficient staff working within the service. We found no evidence of missed visits and people had confidence in their care team. This ensured people were supported by staff they knew and provided continuity of care.

Staff were encouraged and motivated in their roles. There was evidence of effective communication for staff including team meetings, supervisions and annual appraisals. This ensured the staffing arrangements were right and staff worked well together. This meant that people experiencing care were supported by a dedicated and positive workforce.

Morale across the service was very high. All the staff we spoke to said they were very happy at their work. This supported people to have a positive experience of their care as the staff team was enthusiastic and happy.

How well is our care and support planned?

5 - Very Good

We evaluated this key question as very good, as the provider was operating at a performance that demonstrated major strengths in supporting positive outcomes for people.

People benefited from very good quality care and support planning which consistently informed all aspects of the care and support they experienced. The plans were reviewed, evaluated and updated, and involved relevant external professionals where appropriate.

Every person had a personal plan that detailed their support needs. The content of the plans was generally impressive and comprehensive. For example, plans were person-centred and captured people's life stories, what was important to them, and their likes and dislikes.

There was an outcome-focused approach in which people set and worked towards goals that were meaningful to them. The service also evidenced people's activities well, showing the quality and diversity of people's experiences. Risk assessments highlighted ways to keep people safe whilst still promoting their life opportunities.

This mix of person-centred information and clear guidance helped staff to support people effectively.

What the service has done to meet any requirements we made at or since the last inspection

Requirements

Requirement 1

By 31 May 2024, the provider must ensure that all staff employed in the provision of care are fit to carry out the role they are to perform. To achieve this, they must, at a minimum:

- a. ensure that those social service workers required to register with the Scottish Social Services Council (or other professional regulatory body) to carry out the role they are to perform, do this within the timescales set.
- b. monitor this effectively.

This is to comply with Regulations 4(1)(a), 9(1) and 9(2)(b) and (c) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) and Regulations 3(2) and 5 of the Registration of Social Workers and Social Service Workers in Care Services (Scotland) Regulations 2013 (SSI 2013/ 227). This ensures care and support is consistent with the Health and Social

Care Standards, which state: "I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes." (HSCS 3.14)

This requirement was made on 14 February 2024.

Action taken on previous requirement

The service now has an effective system in place to monitor initial registrations and ongoing, annual renewals of the staff team.

Met - within timescales

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 manager should ensure that all staff are aware of their responsibilities as a registered worker with the Scottish Social Services Council (SSSC). Staff must meet the standards of the SSSC Codes, use the Codes to reflect on their practice and identify how they can continually improve.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that: "I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes" (HSCS 3.14).

This area for improvement was made on 14 February 2024.

Action taken since then

Staff were regularly reminded of their responsibilities as registered workers. We saw that this occurred at team meetings and through communications around their registration with the Scottish Social Services Council.

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?	4 - Good
2.2 Quality assurance and improvement is led well	4 - 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 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

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