

Phoenix Futures Care Home Care Home Service

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Type of inspection:
Unannounced

Completed on:
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Service provided by:
Phoenix Futures

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Service no:
CS2003016224

About the service

Phoenix Futures Care Home provides residential rehabilitation, care and support for up to 31 adults who are experiencing problems with substance misuse and who wish to achieve and sustain an addiction free lifestyle. These adults are referred to as community members. People typically stay for three months.

The service is in the Anniesland area of Glasgow and is staffed and managed by Phoenix Futures, a national charity. Accommodation is provided in a modern two-storey building, with a garden and has single en-suite bedrooms.

The principal aims of the service is to support people to regain self-worth and integration into society with opportunities to rebuild their lives and end their dependency on drugs/alcohol. The programme comprises of four phases which people progress through at their own pace, according to their own needs and level of engagement.

At the time of inspection there were 25 people living in the service, with another two people admitted on the last day.

About the inspection

This was an unannounced inspection which took place between 29 and 31 July 2024. The inspection was carried out by two inspectors 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, including complaints.

In making our evaluations of the service we:

- Spoke with five people using the service and one person who previously used the service.
- Spoke with six staff and management.
- Observed practice and daily life.
- Reviewed documents.
- Received responses to an online survey from, six visiting professionals, one family member, and two people using the service.

Key messages

People benefitted from the structure and routine of the programme and the support of staff and their peers.

Good processes for supporting people on admission ensure that the service was prepared for people's arrival including assessment of their needs.

The service worked well with other organisations and recovery communities, providing good opportunities to support people in their recovery.

People benefitted from access to activities that promoted recovery, health, wellbeing and integration with the community.

The provider had developed a reflective approach which supported ongoing improvement in the service.

As part of this inspection, we assessed the service's self-evaluation of key areas. We found that the service was not yet undertaking self-evaluation. We discussed the benefits of self-evaluation and how this approach should be adopted to support improvement in the service.

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 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 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.

Quality Indicator 1.3 People's health and wellbeing benefits from their care and support

The support offered focussed on the Therapeutic Community model which included a structured schedule that community members were expected to adhere to. This involved participating in group sessions and work groups within the home, providing support by encouraging personal responsibility and interaction with others on their recovery journey.

A team of staff, some with lived experience themselves, facilitated group sessions and had key work responsibilities for individuals living in the home. Peer support provided an important element of the service's approach to rehabilitation. This type of support was valued by many of the people we spoke to, some spoke of the positive impact that having the opportunity to act as a peer to others had on their sense of self-worth.

The service had developed an approach to ensure new admissions to the service were managed well. This ensured that people had a holistic assessment of their physical and mental health needs before they were admitted. This has improved the information that people have prior to admission and the service's knowledge of the person. This phase was supported by a small team of staff to ensure continuity for people at the beginning of their journey. This meant that people felt well supported during the early days of their stay.

The service had recruited a mental health nurse to fill a vacancy in place when we last inspected. This role had supported a positive change in the service. People told us that having a professional to talk to about mental health issues had had a "massive impact" on people. People told us that, particularly in the early stages of their rehabilitation, they found it beneficial to have access to this level of support in addition to the support from peers and the programme.

Medication was well managed. This offered assurance that people had their wellbeing looked after.

An arrangement with a local GP ensured that people had regular access to a health professional, this included providing support for people to safely detox. There were other good and effective working relationships with external agencies including external recovery communities and community based activities. These provided people with opportunities to develop their social networks.

While the structured programme was an integral part of the day for people there were additional opportunities for people to engage in activities that supported them to have good physical and mental health. People told us they regularly enjoyed, walks, fishing trips, and using the onsite gym. These supported people to keep healthy and well. One off activities that had taken place just before our inspection included paddle boarding and a roller disco. These had given people the opportunity to try something new and provided them with a sense of accomplishment.

As part of the programme, people are allocated to different departments such as the garden, cleaning and the kitchen. This meant they were involved in, and central to, the running of the service. This provided opportunities for some people to develop new skills.

How good is our leadership?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

Quality Indicator 2.2 Quality assurance and improvement is led well

The service improvement plan, discussions with the leadership team and ongoing improvements we saw during the inspection assured us that there was a culture of continuous improvement in the service.

There were systems in place to monitor aspect of service delivery and ensure quality. These included management audits on medication and cleanliness. There were regular meetings where people could share their views and experiences. People using the service and staff alike told us they felt their feedback was listened to. This meant people felt valued.

Key work meetings which took place between people and their key worker were a useful tool to reflect and evaluate on their progress through the programme. This provided a regular opportunity to review how support is provided for that person and adjust if required. This helped ensure peoples support was right for them.

Weekly meetings took place to reflect, review, and discuss how people were progressing. The management team found this to be a beneficial meeting for the purposes of reviewing the programme, the support provided and staff competencies. The content of these meetings provided the management team with a good level of oversight. Where identified adjustments and changes were made to benefit people such as changing key workers or looking at alternative approaches to support.

The provider had a forum attended by managers across the country. This gave an opportunity to share experiences and discuss and learn from these. This supported a culture of reflective practice and learning. Learning from these forums was shared with the staff team at team meetings to ensure that practice was influenced by learning. This meant that people were supported by an organisation committed to continuous improvement.

We discussed the service improvement plan during feedback, this would benefit from a greater focus on outcomes to ensure that planned improvements and interventions focus on the needs of people using 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, therefore we evaluated this key question as very good.

Quality Indicator 3.3 Staffing arrangements are right and staff work well together

The service had made changes since our last inspection that have improved outcomes for people. The new admission process provided a better settling in phase for people. They had an opportunity to get to know a small group of staff. This meant that people felt they were able to settle into the service well.

Peer support was a large and important part of the programme, this was well supplemented by a trained staff team who were able to support or signpost to others as appropriate. This ensured that people had their wellbeing needs met in an appropriate way.

An enhance training programme had been put in place for staff in the service, the team told us this had made them feel more confident in their roles. This training had also improved the staff teams abilities to recognise and respond to people's needs.

The numbers of staff on shift were adjusted when required, for example to ensure additional support was available when new people were admitted into the service, as this was a time when people needed additional support.

The staff team were motivated, responsive and flexible to people's needs. People appreciated that the staff would spend time with them doing enjoyable things. The fishing group was mentioned as a particular example. We saw that appraisals and team meetings were used to support reflective practice and to support staff with training and learning as well as providing encouragement and feedback. Staff development was encouraged through access to training, leading sessions where they were well suited. This meant that the staff team felt supported and respected.

How good is our setting?

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.

Quality Indicator 4.1 People experience high quality facilities

People had access to facilities that met their needs and promoted their independence. The building was well laid out and nicely decorated. Individual bedrooms were grouped into small gender specific units where people had access to communal seating areas and small kitchens. The service benefitted from a pleasant and spacious outdoor garden. There was a large dining area where the whole community could come together at mealtimes, this was also used for group activities. A small gym was available for community members to use. Community members also had access to a laundry. Small kitchens, in each unit, meant that people could prepare drinks and snacks outside of mealtimes.

At the time of the inspection the service was undergoing some refurbishment which ensured that areas that were looking tired were being freshened up. This showed a commitment to maintaining a nice environment for people.

All communal areas were clean and tidy, good record keeping ensured that the building was kept to a good standard of cleanliness. This ensured that people were living in a hygienic environment.

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.

Quality Indicator 5.1 Assessment and personal planning reflects people's outcomes and wishes

Personal plans contained good quality person centred information. Each plan was tailored to meet the individual's needs. Actions in the plans showed that accommodations were made for individuals who needed a more specific intervention. This meant that people received individual support that met their needs.

People were fully involved in the development of their plan. This began at preadmission stage when thorough assessments of need were completed. This meant that appropriate support could be put in place to support people's needs.

The key work sessions were an opportunity for individuals to reflect on their progress and set personal goals. Staff utilised available tools and resources to support people to develop a plan to support them to meet their goals. These ensured that people's support focussed on them as an individual within the more general programme of support.

Staff members had a good understanding of risk and ensuring the best balance of managing this while giving people opportunities. This was reflected in people's plans.

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 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

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