

TouchBase Glasgow Learning Hub Support Service Support Service

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Type of inspection:
Unannounced

Completed on:
3 September 2024

Service provided by:
Sense Scotland

Service provider number:
SP2003000181

Service no:
CS2023000280

About the service

TouchBase Glasgow Learning Support Hub was registered with the Care Inspectorate on 29 August 2023 as a support service. The provider is Sense Scotland.

The service is registered to provide a care service to a maximum of 25 young people, up to their 23rd birthday, who have learning disabilities, physical disabilities and sensory impairment.

The building where the service is based contains a number of rooms used for a range of activities. It is well-equipped to help meet the learning and care needs of people attending the service. A small enclosed outside area is available for people to use when they visit the service. There is an adjacent car park. The service has good public transport and road links.

The stated aims and objectives of the service include: "The service will support participants to participate in a three-year skills-based learning programme delivered in TouchBase Glasgow and the local area. The service will ensure that participants have the personal care and support they need as well as support to take part in the tasks linked to the learning programme."

At the time of inspection, there were 11 people using the service.

About the inspection

This was the first inspection carried out since registration with the Care Inspectorate. This was an unannounced inspection which took place on 29 and 30 August 2024. Feedback was provided on 3 September 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 and complaints information, information submitted by the service and intelligence gathered throughout the inspection year.

To inform our evaluation we:

- spoke with five people using the service
- observed staff interactions with people who used the service
- interviewed three relatives, six staff and the registered manager
- communicated with two visiting professionals
- reviewed documents.

Key messages

- People using the service, and their relatives, were highly satisfied with the standards of care and support provided.
- Due to the approach used by the management team and staff, people had transitioned successfully, mainly from education services, and were learning a range of new skills.
- The management and staff teams were highly motivated to work in partnership with key people to promote good outcomes for people using the service.
- Further work was needed to develop the environment, staff practices and processes to ensure the environment keeps people safe and well.
- Support plans needed further work to better reflect the holistic approach used by staff.
- Records relating to medication monitoring needed further work.

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?	4 - Good
How well is our care and support planned?	4 - 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 there were major strengths in relation to aspects of the care provided which promoted positive outcomes for people.

We observed positive interactions between staff and the people they supported. Staff demonstrated good levels of knowledge and were kind and responsive in meeting the needs of people.

Staff worked at a suitable pace which matched the needs of people. Staff promoted independence, encouraged decision-making and helped each person to participate in learning activities to the best of their abilities.

Successful transitions from school to the service were mainly due to the collaborative approach used by staff with involvement from relatives and external professionals. We heard how this meant people enjoyed and benefited from attending: "[Relative] loves attending - He is raring to go in the morning" and "The support has focused on developing life skills such as going shopping."

People had benefited by learning new skills, interests, increasing links with their local community and developing a wider circle of friendship.

Staff had appropriately involved external professionals when they detected changes to the health and wellbeing of individuals. Feedback from external professionals supported that staff referred appropriately and support provided by staff had positively impacted on people's day-to-day experiences.

People with specific, and often complex, needs were being appropriately supported. For example, staff had been trained and understood how to support people with a percutaneous endoscopic gastrostomy (PEG) feeding regime.

Staff used a range of communication methods aligned to the needs of each person which helped understanding, encouraged participation and promoted people's rights.

Staff had the necessary training for the management of medications with protocols in place to follow to help keep people safe.

How good is our leadership?

5 - Very Good

We evaluated this key question as very good as there were major strengths in relation to the leadership of the service which promoted positive outcomes for people.

The success of the new service was due to robust planning by the experienced and knowledgeable manager.

Relatives found the open day provided opportunities to discuss aspects of the service, share their views and help with the ongoing development of the service. Comments included:

"There are good communications and they ask my views/ideas so that we can coordinate our approach."

"We went along to the open day - this was great we met others and there was a family advisor there who was able to give families useful information."

Themes from interviews with relatives supported that communication from the management team and staff had been very effective. This meant relatives felt ongoing involvement with the support and development of their loved ones and were reassured regarding support provided.

Newsletters and regular sharing of photographs reflecting activities and specific developments were found to be useful for relatives. These created talking points with people being supported. We concluded that the management team and staff were committed to developing the service in a spirit of genuine partnership.

Quality assurance systems were informed by a suite of audits completed by key people. This helped the management team identify any trends or areas that needed attention to keep people safe and well.

Appropriate reporting had been completed when concerns or adverse events occurred. The management team should continue to check the success of interventions.

A mapping exercise involving staff had been an effective way of reflecting key areas of performance, identified what was needed to take the service forward and action plans had been formulated to achieve this. Ongoing and regular review should be undertaken to monitor progress.

No complaints had been received by the service.

How good is our staff team?

5 - Very Good

We evaluated this key question as very good as there were major strengths in relation to the staff team which promoted positive outcomes for people.

Staffing levels and skill mix had been informed by the assessed needs of each person prior to them attending the service.

Staff participated in daily de-brief sessions to discuss and plan for each day. This had led to the appropriate deployment of staff to support people when they attended the service.

A positive and person focused culture had been fostered by the management team. This had led to a highly motivated staff team with good team working.

Feedback from relatives supported that the transitional visits in advance of commencing placements had been successful in finding a good match between the person being supported and staff. A relative told us: "All the staff are great. [Named staff member] and [named staff member] are very knowledgeable. Information provided by staff is very good - they share what has happened and this is useful as it something to talk to [relative] about when they are home."

The service should continue to build on feedback received from relatives in connection with the staff team.

Staff had benefited from very good training and development opportunities which had helped equip them with the necessary skills and knowledge to provide appropriate support to people.

Probationary meetings and planned staff supervisions were effective for encouraging staff to reflect on practice, identify development needs and provided opportunities for discussion and feedback from line management.

How good is our setting?

4 - Good

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

The layout and design of the facility offered people opportunities to use a range of areas where they could spend their time. There were some limitations with the building. For example, some rooms have no natural light. However, the service has minimised this with the environment being well lit.

The installation of the kitchen had been completed. This had been used successfully to help people develop skills relating to domestic activities and food preparation.

The standards of cleanliness throughout were good. However, we identified areas that required improvement. This included the cleaning regime for shower trollies, repairs to the fabric of the bathrooms and the storage of equipment so that this consistently follows good infection prevention and control (IPC) guidance (see area for improvement 1).

There was a range of environmental audits in use to help keep people safe and well. We examined these and found that the audits and checks had not detected the areas which we identified as requiring improvement. The auditing system should be reviewed. Staff should have further development to ensure that they fully understand how to follow good IPC practice in their day-to-day work and environmental audits should be regularly checked (see area for improvement 2).

A range of equipment and technology was available for individual use including electronic tablets and communication boards. These had been used by staff to facilitate communications with people attending.

A small, enclosed external space was available for use when weather permits.

Areas for improvement

1. In order that people experience a clean and well-maintained environment, the service should develop cleaning regimes for equipment used by people attending the service, ensure repairs are completed in a timely manner and follow good infection prevention and control (IPC) guidance when storing equipment within bathrooms.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment" (HSCS 5.24).

2. In order that people are kept safe and protected, environmental audits should be reviewed to ensure that they robustly detect areas requiring improvement with regular monitoring of the effectiveness of the same.

Staff should undergo further development to help them understand the importance of following good infection prevention and control (IPC) practice in their day-to-day work.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I benefit from a culture of continuous improvement with the organisation having robust and transparent quality assurance processes" (HSCS 4.19) and "I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow professional and organisational codes" (HSCS 3.14).

How well is our care and support planned?

4 - Good

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

A strengths based approach had been taken when producing support plans meaning that these reflected the strengths and abilities of each person as well as areas which required support.

Feedback supported that there has been effective work in the transition from full time education through management and staff carrying out good preparation work by speaking with teaching staff, other professionals and families. This information had been used when developing support plans.

The one page profile provided essential information on key areas of support which helped create a quick reference guide for staff.

Support reviews had been held separately and should be incorporated into the support plans. Further work was needed to ensure that the quality of records is maintained through more robust auditing and an amalgamation of all the support (learning as well as care) results in a coherent support plan (see area for improvement 1).

Very few people needed support with medication during attendance at the service. However, records should be developed when this is an identified support to reflect each medication, purpose, side effects or contra indications to ensure that staff are fully informed and provide appropriate monitoring (see area for improvement 2).

Areas for improvement

1. Robust auditing of support plans should be completed to ensure content is of a good standard and produces a coherent support plan for each person using the service. These should detail the holistic supports provided for each person.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices" (HSCS 1.15).

2. To ensure people are appropriately supported when taking medication and they are kept safe, each medication should be recorded and detail its purpose, potential side effects and any contra-indications in order that staff are fully informed when assisting and monitoring.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I experience high quality care and support based on relevant evidence, guidance and best practice" (HSCS 4.11).

Complaints

There have been no complaints upheld since the service registered. Details of any 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?	4 - Good
4.1 People experience high quality facilities	4 - Good
How well is our care and support planned?	4 - Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	4 - Good

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