

Glasgow City Council, Social Work Services, Home Care Service - North East Housing Support Service

100 Borron Street
Glasgow
G4 9XE

Telephone: 01413 539 000

Type of inspection:
Unannounced

Completed on:
2 October 2024

Service provided by:
Glasgow City Council

Service provider number:
SP2003003390

Service no:
CS2018367708

About the service

Glasgow City Council, Social Work Services, Home Care Service - North East is registered to provide a housing support service to adults and children living within their own homes and in the wider community. The service provider is Glasgow City Council.

The provider delivers a diverse range of services which includes:

- first response teams providing support to people who are discharged from hospital.
- reablement service to assist people in regaining skills that will allow them to remain as independent as possible at home.
- help at home for people who receive funding from self-directed support or wish to utilise the service through private arrangements.
- supported living service supporting people in their own home to prevent admission to hospital or residential care.
- mainstream service which supports people on a long-term basis to remain at home for as long as they chose to do so.

The service has a registered manager who co-ordinates the overall running of the service. Area operation managers, assistant area operational managers and coordinators manage teams of home carers who provide direct support to people using the service.

About the inspection

This was a follow up inspection which took place on 26 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 information submitted by the service and intelligence gathered since the last inspection. In making our evaluations of the service we spoke with the manager and reviewed documents.

Key messages

The service had made good progress in meeting this requirement.

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

Requirements

Requirement 1

By 23 August 2024, the provider must demonstrate that arrangements are in place to manage medication support safely. To do this the provider must ensure:

- a) medication is being given in line with the prescriber instruction
- b) all staff record the time when medication is given to ensure an adequate time lapse is achieved between doses
- c) clear guidance is in place for staff on the application of medical patches
- d) the personal plan sets out people's required support with medication.

This requirement was made on 29 July 2024.

Action taken on previous requirement

The service medication policy and procedure was revised in September 2024 and now references the use of medication patches. We sampled support plan information which contained details on medication support, including the application of topical medications and the arrangements for the use of medication patches. Records for planned and actual visit times showed that visits were being timed to accommodate the support people required with medication. Care diary entries confirmed that staff were recording the time that medication assistance was given, to ensure the minimum four-hour gap was consistently being achieved. Overall, we found that the service had made good progress in responding to the requirement which has now been met.

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

Personal plans should be developed in consultation with people who experience care and their representatives to ensure their needs, preferences and choices are clearly reflected.

This is to ensure care and support is consistent with Health and Social Care Standard 2.11: My views will always be sought and my choices respected, including when I have reduced capacity to fully make my own decisions.

This area for improvement was made on 29 July 2024.

Action taken since then

This area for improvement was not assessed on this inspection visit.

Complaints

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

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 iarrrtas.

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.