

# Supported Living Services Glasgow South Care Home Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
12 November 2024

**Service provided by:**  
The Richmond Fellowship Scotland  
Limited

**Service provider number:**  
SP2004006282

**Service no:**  
CS2003000937

## About the service

Supported Living Services Glasgow is a care home service for people with mental health problems. It is provided by The Richmond Fellowship Scotland, a charitable organisation that works to support people who experience mental health problems and other forms of social exclusion.

The accommodation is made up of self-contained one bedroom flats within a tenement building. The staff office is situated within the same building. The service mission statement highlights that "We strive to encourage people to realise their potential. We implement support in a way that enables people to become as independent as possible, by uniting cultures we celebrate our diversity and promote equality. With participation being at the core of our outcomes, we encourage team spirit and building bridges."

Staff support is available 24 hours a day with staff sleepover support during the night. The staff team comprises of a registered manager, senior support worker, and support practitioners. At the time of inspection there were 9 people living in the home.

## About the inspection

This was an unannounced inspection which took place between 12 and 13 November 2024. One inspector carried out the inspection. 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.

This was a pilot inspection to test a new way of inspecting to provide assurance that better performing services continue to deliver a very good level of care and support. No new evaluations (grades) have been awarded. This inspection is called a core assurance inspection. This is because research tells us that these core assurances are the key areas that are essential to a service being safe. We report on them under the headings: legal assurances, wellbeing, leadership, staffing, the setting, and planned care/support.

We confirmed that the service continued to provide a very good level of care and support. We know this because on this inspection we:

- spoke with five people using the service.
- spoke with six staff and management.
- Spoke with two visiting professionals.
- Observed practice and daily life.
- Reviewed documents.

## Key messages

Legal assurances.

The service was operating in line with its conditions of registration. The service provider had the appropriate insurance in place. This gave assurance that the service was operating within the expected legal framework.

Wellbeing.

People experienced compassion, dignity, and respect and benefited from positive relationships with a staff team who knew them well. We received the following comments from people who experienced support, "The staff are brilliant" and "I don't need to worry anymore". This meant people felt valued.

Staff demonstrated a strong commitment to protecting people from harm and get the most out of life. People had opportunities to take part in a range of meaningful activities and maintain connections with the wider community. It was clear people enjoyed the support from the staff. They told us "I love going out with the staff" and "They keep me safe and I enjoy life". This gave assurance of positive outcomes for people.

The service worked well with external agencies to promote peoples health and wellbeing. Health professionals involved told us staff were knowledgeable about people's health needs. A professional told us "Staff go above and beyond" and "communication is excellent". This helped ensure peoples health benefited from their care and support.

Staff had the necessary skills, training, and competence in infection prevention and control to reduce the risk of transmission of infection.

Medication was managed well. Appropriate systems ensured people received their medication at the right time which promoted safety and wellbeing.

People could be confident that appropriate arrangements were in place to ensure their money was managed correctly.

Leadership

The service was well led by an approachable and visible management team. People benefited from a culture of continuous improvement where managers monitored standards in the service to ensure positive outcomes for people supported. Audits of key aspects of service delivery were completed including accidents and incidents. A service improvement plan was in place, involving people who use the service and staff. This helped drive improvement where needed.

The service had a complaint policy and procedure in place if required. There had been no complaints received at the time of inspection.

## Staffing

People could be confident that new staff had been recruited safely. Newly appointed staff had benefitted from an induction programme. This ensured staff were appropriately prepared for the role and suited to the individuals supported.

The motivated staff team worked flexibly to benefit people who experience support. There were sufficient staff to meet the needs of people. Staff told us "I love working here" and "the team are great".

A culture of continuous learning and improvement helped ensure the staff team had the appropriate skills, knowledge and support to meet people's needs.

## The setting

The environment was well looked after and maintained. The accommodation promoted privacy and was clean, tidy and clutter free throughout. Individual flats were well presented, comfortable and nicely personalised. People benefited from a warm and friendly atmosphere. This helped to give people a sense of belonging and made the service a pleasant place to live. People told us "I love it here".

Appropriate maintenance checks of the building and equipment were completed. This promoted safety.

## Planned care and support.

Personal plans were person-centred and involved those living in the service. Personal plans gave staff very good direction to staff about people's support needs and their choices. There was good detail about known risk factors and planned interventions to mitigate these. It was evident that staff knew people well and could respond to changes. This helped promote health and wellbeing and ensure people's support was right for them.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

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