

Carbeth House Care Home Service

15 Sunnyside Place
Glasgow
G22 6DX

Telephone: 01413 365 174

Type of inspection:
Unannounced

Completed on:
7 March 2025

Service provided by:
The Mungo Foundation

Service provider number:
SP2003000182

Service no:
CS2003000900

About the service

Carbeth House is registered to provide support to nine adults with mental health problems. The service is provided by The Mungo Foundation, which is a voluntary organisation whose head office is based in Glasgow.

The home is in a residential area in Glasgow. Local amenities are within walking distance of the home. The accommodation is provided within a three-storey purpose-built building which has nine self-contained flats and a staff office.

There is also an open lounge area that residents can access. At the time of the inspection, there were nine people using the service. The aim of the service is "to provide support to those with mental health problems with medium to high support needs to establish themselves in the community."

About the inspection

This was an unannounced inspection which took place on 5, 6, and 7 March 2025. 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:

- Spoke with 5 people using the service and 2 of their family members
- Spoke with 7 staff and the management team
- Spoke with 2 visiting professionals
- Observed practice and daily life
- Reviewed documents.

Key messages

- Peoples' health and wellbeing benefitted from effective assessment and monitoring of their needs and pro-active collaboration with external professionals and services.
- The service provided person-centred care to all residents- based on their assessed needs and wishes.
- People participated in a wide range of activities and used local community resources based on their preferences
- The service was responsive to people's evolving needs.
- The management team had an effective overview of the service.
- The staff team worked well together to help people achieve progress in their recovery journey.

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 staff team?	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 made an evaluation of very good for this key question. There were some major strengths in supporting positive outcomes for people, with very few areas for improvement.

People were well supported when moving to the service. Flexibility and a willingness to support complex and lengthy transitions, with support from external agencies, was a major strength. The transition process for people moving out of long stay hospitals was well planned and assessed for each person and was a particular strength. This included familiarisation visits, a phased programme of overnight stays before moving in. Plans were flexible in timescales, dependent on the person's stage in their recovery journey. This enabled people who may potentially be excluded from society, to have a quality of life and live safely in the local community.

There was a stable, motivated and committed staff team working in the service, this meant that staff and residents knew each other well. Trust and openness were evident through the interactions we observed. People appeared comfortable being with staff, in the relaxed environment that staff created. The service did not use agency staff.

Staff were able to recognise and respond to changes in peoples' wellbeing, such as when a person became anxious and refused planned support. This was managed in a respectful and caring way. Relationships and interactions we observed were respectful, caring and genuine. Values were evident throughout the service, and there was a kind and collaborative culture. Some residents had maintained friendships for many years, these were encouraged and supported through mutually arranged clubs, attending peer groups, and support with shared hobbies and interests such as art, drama, playing games, pool and chatting. Staff were compassionate, supportive, and always showed dignity and respect, providing the right amount of support. This helped people who may potentially be excluded from society be part of their communities. Some people living in the home had employment, voluntary placements or activities which they told us they enjoyed and made them feel valued. Comments from residents included:

"The staff have compassionate caring hearts."

"Brilliant."

"I feel safe here."

The service had effective links with health professionals and were proactive at seeking help and following advice. People's health and wellbeing outcomes were being met through collaboration with, and intervention of various health and social care professionals e.g. Community nurses, GP, psychiatrist, and Adult Mental Health Team.

Professionals we spoke to confirmed that the service provided high quality care, proactively and consistently seeking help and advice and collaborating to keep people safe and well. Personal plans were outcome focussed, detailed, and person-centred. Associated risks were assessed and reviewed if someone was deemed at risk of harm to themselves or from others. Regular multi-disciplinary reviews ensured that people, and if they chose, those important to them were central to planning their care and support arrangements. This promoted peoples' safety and protection. Comments from visiting professionals we spoke with included:

"Very good communication from manager and team. They have an open culture and don't hesitate to seek and follow advice and guidance."

"Couldn't speak highly enough."

Medication was managed well. There were clear systems and protocols in place to ensure that people received their medication safely. If people refused their medication or did not attend health appointments, there were both proactive and responsive agreed strategies in place to minimise any potential harm. Medication was administered in a dignified way and reflected peoples' choices and preferences.

Peoples' outcomes were consistently positive, and this was confirmed by our observations, and the views of residents and health professionals.

Collaboration and cooperation were sensitively encouraged. People were supported to develop life skills such as planning, budgeting, shopping, and preparation of food as part of their daily life. People we spoke with took pride in their increased skills and abilities, such as being able to safely manage their own medicine. Peoples' achievements were recognised and celebrated. This promoted peoples' confidence and self-esteem.

People's physical and mental wellbeing, and general health were enhanced as the service promoted a person-centred approach to meaningful activities. The service worked closely with the person's health professionals and recovery models were being reviewed, to improve peoples' understanding, and make formats more accessible. Each person had agreed their activities could change this if and when they wanted. Some residents were very active, and independent. People enjoyed a range of their chosen activities, including running 10ks, cycling, shopping, playing violin, football, and volunteering and peer supporting at a local Flourish club. Peoples' life histories were respected, and past likes and interests were reflected in the activities people enjoyed. This promoted people's physical, mental and spiritual wellbeing, independence, choice, and sense of achievement.

The home was maintained to a high standard and individual flats were homely and clean. This promoted peoples' wellbeing. People we spoke with took great pride in their bedrooms, which were personalised and individual. People were actively involved in the routine cleaning and maintenance of their flats. Scheduled staff support helped ensure that high standards were maintained.

Communal areas offered a safe place for people to meet and socialise, and also to provide private space for sensitive conversations and meetings. In the communal lounge, which doubled as a staff base, some of the décor was tired and worn and in need of some improvement. We were reassured that this had been identified in the service's improvement plan, and by the commitment of the provider to address this. Planned consultation and participation of people living in the service would be central to these plans. We were reassured that these environmental improvements would enhance peoples' living experience.

How good is our staff team?

5 - Very Good

We made an evaluation of very good for this key question. There were some major strengths in supporting positive outcomes for people, with very few areas for improvement.

A stable and consistent staff team provided support. Staff were committed to helping people achieve their outcomes and get the most out of life. There was a good mix of skills and experience within team. The service operated a key worker system, and the management team were skilled and creative in matching peoples' interests with the interests and skills of the staff supporting them. People told us that the staff motivated them to try new things. Staff knew people well, and were skilled at sensitively supporting people's needs, wishes and aspirations.

Support was provided in a dynamic and flexible way to meet peoples' changing needs and wishes. The staff and management team were creative in the coordination of activities and supported each other to help people achieve their outcomes.

An inclusive and collaborative culture had been developed, that offered people, relatives, and staff opportunities to express their views. Regular resident and team meetings and informal discussions provided forums for this.

Staff we spoke with told us that they felt well supported by the management team and their colleagues. The manager and team leader were based in the home, and we observed an open-door policy. Staff told us that the management team were approachable, and accessible, and able to support both with professional development and with personal issues. Staff demonstrated a shared value-base and commitment to the residents, through their approaches and interactions. Staff received regular support and supervision which encouraged their reflection and professional development.

The management team had developed a comprehensive service development plan, aligned to the Care Inspectorate Quality Framework which detailed how the service could improve. Peoples' view, wishes and aspirations were central to service developments. This meant that any developments were meaningful and relevant, and likely to result in improved outcomes for people.

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 staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

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 iarrtas.

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.