

Southside Dementia Services Care Home Service

57 McNeil Street
Gorbals
Glasgow
G5 0QF

Telephone: 0141 420 6712

Type of inspection:
Unannounced

Completed on:
21 February 2025

Service provided by:
The Mungo Foundation

Service provider number:
SP2003000182

Service no:
CS2003000905

About the service

Southside Dementia Services is registered to provide a care home service to a maximum of 16 older people (50 years and above) with dementia. The provider is The Mungo Foundation. There were 17 people using the service at the time of inspection.

The service is comprised of two homes with eight places for older people with dementia at McNeill Street and eight places for older people with dementia at Moffat Street, both in the Southside of Glasgow.

Both houses are purpose built and provide ground floor accommodation. Each person has their own en-suite bedroom. People can personalise their rooms with their own furniture, photographs and belongings. There are communal lounge and dining areas close to the bedrooms and on the same level promoting independent access. Both houses are pleasantly decorated, homely and comfortably furnished. There are enclosed gardens with seating areas to the rear of each building. A wide range of local amenities, such as shops and public transport are within walking distance.

About the inspection

This was an unannounced inspection which took place between 17 and 21 February 2025. 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.

To inform our evaluation we:

- spoke with seven people using the service and four of their friends and family members
- spoke with six staff and management
- observed practice and daily life
- reviewed documents.

Key messages

- The service had a homely, pleasant, and welcoming atmosphere.
- People were supported to achieve positive health and social outcomes.
- People were supported by experienced and skilled staff who knew their needs.
- The service was well led by a pro-active management team.
- There were no significant areas for improvement identified in this inspection. The service should evidence people's experiences better to fully reflect the positive achievements in the home.

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 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.

The service had a homely, intimate, and welcoming atmosphere which resulted in high morale across the service. People's bedrooms were highly personalised reflecting their own choice and style and communal living spaces were pleasant and frequently used. A family member told us "It doesn't feel like a traditional care home. It really feels like my [loved one's] home", which was a recurring theme in our discussions with people and families.

People living at the service were supported to achieve positive outcomes. People had a sense of belonging, developed friendships with peers, and were active in their local communities. People's confidence in the service, as well as positive relationships with peers and staff, had reduced accidents and incidents. We noted people had a significant reduction in the use of medication for stress and distress, indicative of their improved wellbeing.

Further positive health outcomes were evidenced with people gaining or losing weight where needed. The service had a strong understanding of people's dietary needs and how this relates to their overall health and wellbeing. Where health issues were identified, the service liaised pro-actively with partner agencies and health professionals to develop appropriate treatment plans. This multi-disciplinary approach helped keep people safe and well.

Everyone living at the care home had a personal plan, known as a care plan. These were person-centred and captured people's likes and dislikes, health and social needs, and how they would like to be supported in an individualised and meaningful way. This provided clear guidance for staff to meet people's outcomes well. Other important areas, such as daily recordings, potential risks, and legal documents, were planned and up to date to promote people's safety.

People told us they felt part of the service and their community with regular activities at home and outdoors. This was observed during our visits. However, we asked the service to evidence these events in a more formal way. The service should record activities and residents' meetings more frequently to reflect the positive achievements within the care home. The management team agreed to prioritise this area moving forward.

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.

People living at the care home were supported by the right number of appropriately trained staff to meet their needs and wishes. A review of rotas confirmed there was stability within the workforce with generally experienced and permanent members of staff providing care. We observed particularly warm and caring interactions between people and workers with strong rapport and understanding evident. This resulted in people having very good outcomes and experiences. Agency workers were needed at times, but the rate of use had significantly decreased in recent months. And, where agency staff were needed, attempts were

made to employ consistent staff to promote familiarity for people.

People could be reassured that staff were recruited in line with national guidance with appropriate checks, references, and registrations with professional bodies. This kept people safe and well. Staff had a comprehensive induction with a mix of classroom training, e-learning, and shadowing of experienced workers to understand their role. An ongoing training programme ensured staff had the appropriate skills and understanding to meet people's needs and outcomes.

Staff performance and wellbeing was promoted through regular team meetings and one-to-one supervision sessions. These were forums to discuss the needs of people, performance of staff, planning further staff development, and promoting the morale of workers. Staff wellbeing was further promoted through a range of employee benefits and supports. Workers told us they felt supported by the service and had positive relationships with residents, colleagues, and management.

There were no significant areas for improvement identified in this inspection. We shared suggestions with the service to promote further development. For example, as noted, the staffing arrangements of the care home were appropriate and continuously reviewed by management to ensure people's needs were being met. Recently introduced good practice guidance, and legislation, encourages services to also include the views of people and staff in determining staffing arrangements. We asked the service to more formally include feedback from staff and other stakeholders to evidence a more holistic and inclusive approach to staffing arrangements. Management were receptive to this feedback and will record the views of people, families, and staff more formally to fully reflect their person-centred culture.

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 iartras.

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 ਵਿੱਚ 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.