

Alzheimer Scotland - Croftspar Place Service Housing Support Service

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Type of inspection:
Unannounced

Completed on:
8 May 2025

Service provided by:
Alzheimer Scotland - Action on
Dementia

Service provider number:
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About the service

Croftspar Place is a supported accommodation service in the east end of Glasgow, managed by Alzheimer Scotland. It is registered to provide a housing support and care at home service for people living with dementia. There is self-contained accommodation for eight people with separate office space for staff and management.

At the time of the inspection, there were five people living in Croftspar Place.

The service is specifically designed for people with dementia. There are eight ground floor dwellings, each consisting of a living room/kitchen and bathroom, grouped around a shared courtyard garden. All have a small private garden/patio to the rear.

The service is established to enable people to live as independently as possible in their own home with on-site support available day and night.

About the inspection

This was an unannounced inspection which took place on 8 May 2025.

Feedback was provided in person to the management team on 8 May 2025.

The inspection was carried out by two inspectors 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 four people using the service and five family representatives;
- spoke with six staff and management;
- spoke with one external professional;
- observed practice and daily life;
- reviewed documents.

Key messages

- Staff and management recognised and responded promptly to people's changing needs and wishes.
- Personal plans provided a highly personalised and comprehensive picture of individuals, setting out their needs and preferences.
- People felt safe because they were supported by staff who knew them very well.
- A warm and welcoming atmosphere within the service was underpinned by an environment sensitively designed to meet people's needs.
- Effective communications systems within the service and regular contact with external professionals ensured that people's mental and physical health needs were addressed.
- People were enabled to spend time on their own and also to come together for planned or spontaneous activities, promoting wellbeing and a sense of community.

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
How well is our care and support planned?	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 this supported positive outcomes for people. Therefore, we evaluated this key question as very good.

We saw people interacting warmly with staff and having appropriate banter. People's choices in the moment were respected which meant they felt in control. One family member said that staff worked well with people in situations where a person was distressed, 'And all the time being kind.' This demonstrated a compassionate and person led approach to care. Feedback indicated people felt safe and well looked after by a small stable staff team familiar with their preferences. One person said the service was, 'Brilliant'.

People could be confident that their health needs were assessed and responded to. There was comprehensive and detailed information available regarding people's health needs. The service had active contact with community mental health resources and monitored any deteriorations in people's health. Staff were able to identify and respond to health issues quickly, ensuring prompt treatment when needed. Medication support was well managed and recorded. This assisted people in staying as healthy and well as they could.

Records evidenced a regard for people's preferred support routines. They highlighted people's own abilities to maintain their independence in daily living. Discrete support with activities like household cleaning and meal planning enabled people to retain a sense of independence and achievement. Support arrangements were flexible which meant that people could have support at a time of their choice, further promoting independence.

The service recognised and responded to people's need for emotional support. Staff spent time talking with people when they were upset or distressed. Families commented that they had been reassured by the compassion and sensitivity shown by staff when people had first moved in and were adjusting to life in their new home. People and their family were also reassured by the presence of a waking night shift which meant the person could have support if needed and could feel safe.

Families were reassured that staff would guide them when it came to their family member's dementia journey: 'Staff are approachable and knowledgeable and we rely on them to advise us and point us in the right direction'. People could be confident that their relationships were supported in a way that enhanced their wellbeing.

People attended a range of external clubs and day opportunities. The service offered opportunities for regular get togethers for weekly takeaways, Sunday dinners and celebratory occasions like birthdays. There were photographs of people very much enjoying each others company. Staff had recently supported people when they had spontaneously decided to eat outdoors together. People could also choose to spend time on their own but being able to participate in social activities when they wished promoted a sense of community and wellbeing.

People can expect to be able to live in a place of their choice, and to experience a sense of belonging. One person, speaking about their home, said simply, 'It's mine.' A family member summarised their very positive impressions of the service by saying, 'There should be more places like Croftspar'.

How good is our staff team?**5 - Very Good**

We found significant strengths in aspects of the care provided and how this supported positive outcomes for people. Therefore, we evaluated this key question as very good.

The skill mix, numbers and deployment of staff met the needs of people. Staff described a positive work culture where they worked well together to benefit the individuals supported.

Staff had regular support and supervision from management and reported that they felt well-equipped to perform their role. This was enhanced by a supportive team culture and approachable and responsive management in the service. Staff said, 'Managers are very approachable and helpful,' and, 'It's a welcoming staff group.' Staff felt valued.

There was a comprehensive induction programme for new staff in place with follow up refresher training. Some staff reported that they would benefit from further training in dementia. An introduction to the condition had been provided during induction but there was no follow up or modular training on different topics relating to dementia. We understand that the provider was considering further training on issues relating to dementia that would enrich the quality of support offered to people. We would strongly encourage this development to build on staff's existing skills.

Staff were clear about their role. They presented as passionate about their job, felt supported by colleagues and management, and were motivated. 'I love my job,' one staff member said. An external professional offered the comment that staff were, 'Helpful and accommodating'. With respect to the person they visited, they added that staff, 'Have a very good rapport with them'. Staff encouraged the person to be able to communicate their thoughts which enabled discussions of benefit to their health. This meant people could be confident that staff knew them well, and were skilled at sensitively supporting their needs, wishes and aspirations.

How well is our care and support planned?**5 - Very Good**

We found significant strengths in aspects of the care provided and how this supported positive outcomes for people. Therefore, we evaluated this key question as very good.

A detailed life history within personal plans enabled staff to have a rich understanding of a person's life and to get to know them well, promoting informed and responsive care. Written in the first person, personal plans were alive with information. Astutely included were valuable nuggets of information such as, 'Has tickly feet,' to promote sensitive care and interaction.

Plans laid out 'What matters to me'. The content ranged from how a person wanted to be supported so that they could look their best to how much family meant to them. Information on people's health needs covered a range of topics relevant to individuals such as risk of falls, oral hygiene, support with hearing aid, diet, and keeping well. Up to date and comprehensive information enabled people's support to be clearly informed by their needs and wishes. Contents of plans were highly personalised. One plan included the information that, 'I also like to sing to you. Please join in and we can have a singsong together'.

In the recording of activities there were instances of evaluations of people's mood or how much they had enjoyed a particular activity. The service should refine the recording process so that notes more regularly capture people's expressed emotional responses, to inform their future care and support and demonstrate how people benefited from support interventions.

People's records laid out certain activities they would regularly hope to achieve and running notes elaborated on these. Updates from a family member of a person who had a stay in hospital had also been included in notes, for reference by staff, which enabled them to anticipate changing needs.

Risk enablement plans included a section stating, 'It would be best if this plan continues for these reasons'. This included the person at the heart of their own support planning.

Regular reviews of support for people had taken place with the involvement of family. This helped to ensure that people were getting the right support 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.

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
How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

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