

## Care service inspection report

# GAMH Community Support Services

## Support Service Care at Home

St. Andrews By The Green  
33 Turnbull Street  
Glasgow  
G1 5PR

Inspected by: Drew Conlon

Type of inspection: Unannounced

Inspection completed on: 9 November 2012



# Contents

	Page No
Summary	3
1 About the service we inspected	4
2 How we inspected this service	5
3 The inspection	7
4 Other information	13
5 Summary of grades	14
6 Inspection and grading history	14

## **Service provided by:**

Glasgow Association for Mental Health

## **Service provider number:**

SP2003003727

## **Care service number:**

CS2008181251

## **Contact details for the inspector who inspected this service:**

Drew Conlon

Telephone 0141 843 6840

Email [enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

## Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

### We gave the service these grades

Quality of Care and Support	5	Very Good
Quality of Staffing	5	Very Good
Quality of Management and Leadership	5	Very Good

### What the service does well

The service provides flexible support plans. It frequently has success in re-engaging service users with their communities and in programmes of activities.

### What the service could do better

The participation strategy is currently being reviewed. The aim is to improve service user and carer involvement in service design, planning and delivery.

### What the service has done since the last inspection

The service had previously set a very good standard and has now maintained this in a period of internal and external change.

### Conclusion

The service is provided by a committed and motivated workforce. The strong recovery ethos they work from is very much appreciated by service users.

### Who did this inspection

Drew Conlon

# 1 About the service we inspected

Glasgow Association for Mental Health (GAMH) is a voluntary organisation which provides a range of support services to adults affected by mental health problems. In its Community Support Services, support is provided on an outreach basis to adults with, or recovering from, mental health problems. There are programmes of support which can be in an individual's own home or in a community resource setting. Group support opportunities and befriending services are also available. The service operates from a number of bases in the community and at the organisation's head office.

Before 1 April 2001, the service was registered with the Care Commission. On this date the new scrutiny body, Social Care and Social Work Improvement Scotland (SCSWIS) took over the work of the Care Commission, including the registration of services. The service is now registered under the new body, Care Inspectorate.

Based on the findings of this inspection this service has been awarded the following grades:

**Quality of Care and Support - Grade 5 - Very Good**

**Quality of Staffing - Grade 5 - Very Good**

**Quality of Management and Leadership - Grade 5 - Very Good**

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website [www.careinspectorate.com](http://www.careinspectorate.com) or by calling us on 0845 600 9527 or visiting one of our offices.

## 2 How we inspected this service

### **The level of inspection we carried out**

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

### **What we did during the inspection**

The evidence for this report was gathered by Drew Conlon, Inspector. He visited the service over three days on Tuesday 6 November 2012 from 2:00pm to 5:00pm, on Wednesday 7 November from 9:30am to 4:30 pm and on Friday 9 November from 9:30 to 1:00pm. During the visit he met with the operations manager, a local service manager and the community participation co-ordinator. He also met with a volunteer co-ordinator, two support workers and a volunteer. Meetings were held individually or in groups settings with nine service users and one carer. Account was also taken of eleven questionnaires returned by service users or their carers.

### **Grading the service against quality themes and statements**

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

### **Inspection Focus Areas (IFAs)**

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

### **Fire safety issues**

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at [www.firelawscotland.org](http://www.firelawscotland.org)

## **What the service has done to meet any recommendations we made at our last inspection**

Not applicable

## **The annual return**

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

**Annual Return Received:** Yes - Electronic

## **Comments on Self Assessment**

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

Every year we ask all services to complete a self-assessment form to tell us how their service is performing. We check to make sure this assessment is accurate.

We received a fully completed self assessment document from this service provider. We were satisfied with the way they had completed this and the relevant information they had given us for each of the headings that we grade them under.

## **Taking the views of people using the care service into account**

The views of service users were favourable. 'My support worker is a great help and I have a volunteer who supports me to the local community centre'. 'I have got back my sense of purpose'. 'The Walking Group has been my salvation'.

## **Taking carers' views into account**

The views of carers were favourable. 'The staff have been brilliant and this office is such a friendly place'.

## 3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

### Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 5 - Very Good

#### Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

#### Service strengths

The service has a participation strategy. This outlines the organisation's core values and defines levels of involvement.

The voice of service users is heard locally by their participation in a series of local service forums.

There is a system of participation through the organisation as service forum delegates participate at Board level.

Service users confirmed in interview that they were involved in the setting up and review of care plans and that their views were taken into account.

During this inspection, the report of a service centre evaluation conducted by the provider in 2010 -2011 became available. Feedback for this evaluation was provided by forty nine service users, nine carers and thirty four health and other professional.

#### Areas for improvement

The service aims to further strengthen its service user participation structure at senior management and board level.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

## Statement 3

We ensure that service users' health and wellbeing needs are met.

### Service strengths

There was evidence in support plans of contact with health professionals such as community psychiatric nurses and also care managers, where appropriate.

The service has a strong recovery ethos and this is advanced by a wide range of group activities, many with an outdoor focus. One example is the 'Walking with Friends' group which visits parks and visitor attractions. There is also a 'Move More' group which would meet in a leisure centre, service users would choose an activity and then feedback their experiences to other members.

The inspector observed the first meeting between service users and a tutor who was going to help service users with developing photographic skills in nature photography in particular. The arrangements to support service users in this process were very good and service users returned enthusiastic and energised after an initial visit to a local park.

Availability of complementary therapies was extended in 2011-2012 to two other groups. These were service users aged sixty years and over and carers aged eighteen years or over.

### Areas for improvement

The service wants to improve its contribution on an inter-agency basis to more difficult to reach groups, such as asylum seekers.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0



## **Quality Theme 3: Quality of Staffing**

Grade awarded for this theme: 5 - Very Good

### **Statement 1**

We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

### **Service strengths**

The strengths in participation mentioned under Statement 1.1 also apply to this Statement.

Service user involvement in the recruitment of staff was well evidenced. A list of confirmed and pending staff appointments was provided with confirmation of service user involvement in the process. There had been service users involvement in the induction for volunteers.

Through a lived experience of mental health programme, service users can become involved in both internal and external training of staff.

The service centre evaluation had service users comments that they, for instance, felt at ease to comment on any aspect of service provided by staff that they were unhappy about.

### **Areas for improvement**

The service wants to extend the range of channels and opportunities for service users to contribute to the improvement of staffing.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

## Statement 3

We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

### Service strengths

A training needs analysis exercise for 2011- 2012 had been carried out. Training priorities were developed from consultation and mandatory training was added to make the overall training programme.

Staff training records for the last year were clearly evidenced. A wide range of training is made available to staff. In interview, staff were positive about the range and quality of training.

90% of staff have a qualification that would allow them to register with the Scottish Social Services Council (SSSC).

There was evidence that the SSSC Codes of Practice are an item of discussion at management meetings . The provider has a mandatory course on the Codes.

Staff interviewed thought that the service promoted positive motivation through the use of supervision and effective communication. Staff also found peer support and positive feedback from service users were helpful in maintaining motivation.

### Areas for improvement

The service aims to develop stronger links between training needs and the staff appraisal system.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

## **Quality Theme 4: Quality of Management and Leadership**

Grade awarded for this theme: 5 - Very Good

### **Statement 1**

We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.

### **Service strengths**

Participation was strong in this Statement too.

A review of the organisation's management and leadership programmes was undertaken last year. The outcome was to plan more input on leadership in particular. Project leaders will do a Personal Development Award in leadership and management. One manager was spoken to who had started this course and was finding it beneficial.

On service delivery, development and policy, 71% of service users responding to the service centre evaluation, said they felt involved in, and able to influence, what the provider does. Some said they would prefer not to be involved in this way.

Service users who were met during the inspection said management try to keep them as well informed as possible about service changes.

### **Areas for improvement**

The service is going to seek more specific ways to include this area in their feedback mechanisms.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

## **Statement 4**

We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide

### **Service strengths**

The service has a range of quality assurance and audit tools. They are members of Quality Scotland and participate in appropriate training and seminars.

They received the Volunteer Friendly Award from the Glasgow Volunteer Centre for 2012.

The service has been an Investors in People organisation for over ten year.

Stakeholders in the service centre evaluation responded that the provider's service had made a positive difference in the lives of the people they referred.

### **Areas for improvement**

The service is looking to Investors in People to improve its quality assurance programmes.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

## 4 Other information

### Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

### Enforcements

We have taken no enforcement action against this care service since the last inspection.

### Additional Information

None.

### Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in SCSWIS re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).

## 5 Summary of grades

<b>Quality of Care and Support - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
<b>Quality of Staffing - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
<b>Quality of Management and Leadership - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 4	5 - Very Good

## 6 Inspection and grading history

Date	Type	Gradings
4 Oct 2011	Unannounced	Care and support 5 - Very Good Staffing 5 - Very Good Management and Leadership Not Assessed
14 Apr 2010	Announced	Care and support 5 - Very Good Staffing 5 - Very Good Management and Leadership 5 - Very Good

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.

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Telephone: 0845 600 9527

Email: [enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

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