

Glasgow Association for Mental Health Housing Support Service

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

Telephone: 0141 552 5592

Type of inspection:

Unannounced

Completed on:

2 October 2019

Service provided by:

Glasgow Association for Mental Health

Service provider number:

SP2003003727

Service no:

CS2004074647

About the service

Glasgow Association for Mental Health, (GAMH), is a voluntary service which provided a range of support to adults who have a lived experience of mental health problems and reside in the Greater Glasgow area.

This service has been registered with the Care Inspectorate since 1 April 2011. GAMH is registered as a combined housing support and care at home service. This also includes support for people who use Self-Directed Support (SDS) budgets to organise their care packages.

An excerpt from the provider's annual report states that:

"GAMH exists for public benefit by promoting the mental health and wellbeing of the people and communities of Greater Glasgow. We are working towards a time when all of Scotland's people will achieve full and equal citizenship rights, regardless of their mental health status".

What people told us

For this inspection, we received the views of 88 people using the service via face to face discussions and questionnaires. Overall the feedback was very positive about the quality of the service and the staff. Many people told us that the service helped regain some confidence and control of their life. Comments included;

"I was in dire need of help and support, the service came to me in a time in my life when I needed it the most. My support worker has been my life line and has always been so professional..... I came through so much and I am in a good place now thanks to my worker. I still have a bit to go but now I look forward and I am learning to value my life again"

"I cannot fault the service, the support workers have been great. I wouldn't have the level of support if my GAMH workers hadn't advised me and referred me for additional physical support"

"I think the staff are a lifeline, they are great. I would not know what to do without them"

"Going to this group has really improved my confidence"

"Getting to the group gives me something to focus on and helps me get out the house"

"I have tried lots of things over the years to beat my anxiety, psychology, psychiatry, drugs but none of it has made a difference. Support from GAMH has helped me gradually desensitise so that I can go into busy environments and attend groups. Things I would have not been able to do".

Self assessment

We did not ask the service to submit a self assessment this year.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

What the service does well

People experiencing care should be recognised as an expert in their own experiences, needs and wishes and supported to get the most out of life. People told us that the service provided a valued support that helped them regain some confidence and control in their life. They said that the service and staff had enabled them to begin to move on and improve their health and wellbeing. Some people we spoke with were considering peer volunteers to provide support and mentorship to people who were beginning on their journey of improved wellbeing and recovery.

We found that people's personal plans were person centred and focused on outcomes that would improve health and wellbeing. Some plans that we looked at detailed support to promote healthy eating and exercise which resulted in weight loss and improvement in the person's self esteem. People identified what were the barriers and risks in their life that were preventing them socialising, building their self esteem and confidence. With the help and support of staff, strategies were put in place to address these issues. People said they had developed their personal plan with their key worker, had a copy and could review it when they wished. One person told us, "My quality of life has vastly improved since I began my support and I couldn't have made these improvements without them".

We could see that people were closely involved in developing and reviewing their support plan which enabled them to map their progress in their recovery and celebrate the goals they had achieved. We found the personal plans to be dynamic and were updated when there was a change in circumstances. The manager informed us that they were thinking about producing support plans in an electronic format which would give better access to documentation for service users and staff and could be completed in the person's home.

People should be able to choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities everyday, both indoors and outdoors which is reflected in people's support plans. We could see that people were encouraged to take part in individual and group activities. We attended a Positive Living group where people told us, "Coming to this group has really improved my confidence" and I just want to try to enjoy life again, and the group helps me do that".

Many of the people we spoke with told us that the staff had been very knowledgeable and helpful in assisting to apply for benefits and sourcing resources in the community. One person told us that because of their poor mental health they had difficulty having the confidence to leave the house to attend official meetings which meant he had no money for several weeks and a limited amount of food to eat. He told us that staff had acted quickly to ensure he was safe and had enough to eat.

Staff told us that they had regular access to training opportunities and specialist training was available, tailored to meet people's specific health and welfare needs. We saw that staff had regular supervision with their managers and staff meetings took place frequently where service developments and best practice discussions took place. This ensured staff felt involved in the decision making within the service and helped develop their knowledge and practice. People experiencing the service and their families told us that they had confidence in staff and said they provided a professional service.

Quality assurance visits to services included observation of staff practice. This ensured staff were working to best practice and identified any areas of practice which required further development. The people who were being supported were able to give their views on the quality of the service they experienced and the quality of staff. One person told us, "I have been very pleased and grateful for the time spent, support, advice and practical help given over my time of support. The service was currently piloting new quality assurance questionnaires which developed in consultation with people using the service and reflected the new Health and Social Care Standards which would help reflect the outcomes of people experiencing the service.

We could see that best practice guidance had been followed in the recruitment process. This meant people could be assured that they were safe. New staff undertake a thorough induction programme which included the service's own 'Preparation for Practice' modules which has been accredited by the Scottish Qualification Authority. This ensured that staff had the relevant knowledge and skills to meet people's needs. We could not see if people using the service were involved in the recruitment of staff. The manager told us that people are regularly asked if they wished to be part of the staff recruitment process.

All new staff registered with the Scottish Social Services Council within the first six months of commencing employment and there was a plan in place to have all support staff to register by 2020. This ensured staff were aware of the Codes of Practice and professional standards that helped protect people using social health and social care services.

We concluded that the service was providing a very good quality service and there was a very high degree of satisfaction from people who experienced the service. All the people we spoke with told us that their mental health and wellbeing had greatly improved and that they felt more confident in social circumstances and in engaging with the community. We could see that the service is led by the views and wishes of the individuals receiving support and that these are taken account of in the continuous development of the service.

What the service could do better

We discussed with the training and development manager given the increasing frailty and age of some people receiving support that staff may benefit from some basic life support training to all staff to equip them with some knowledge in the event of a medical emergency.

It is important that people who are at risk from harm are kept safe and staff know what actions to take when welfare checks go unanswered.

We found that some staff were unsure if there was a protocol in place for people who were not in or answering their door on scheduled visits. The manager said that there was a protocol for this event and she would raise as an item for the agenda at the next staff meetings.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

There are no outstanding requirements.

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

There are no outstanding recommendations.

Inspection and grading history

Date	Type	Gradings
30 Nov 2018	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
31 Jul 2017	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
2 Aug 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
7 Aug 2015	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good

Date	Type	Gradings	
		Management and leadership	5 - Very good
30 Apr 2013	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good
8 Jun 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
25 Sep 2008	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 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 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.