

## Glasgow Association for Mental Health Housing Support Service

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Type of inspection: Unannounced  
Inspection completed on: 31 July 2017

**Service provided by:**  
Glasgow Association for Mental Health

**Service provider number:**  
SP2003003727

**Care service number:**  
CS2004074647

## About the service

Glasgow Association for Mental Health, (GAMH), is a voluntary service which provides a range of supports to adults who are affected by mental health problems and who live in the 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 website states that:

"We promote the mental health and wellbeing of people and their communities. Our current services are preventative and purposeful in nature and increase the factors known to protect and promote good mental health. We recognise the need to maintain and develop strong community partnerships with all GAMH stakeholders and the importance of having a focus and commitment to the wider mental health and recovery networks. " (accessed on 03/08/17 from <https://www.gamh.org.uk/>).

## What people told us

For this inspection we received views from 140 people who used the service. 121 people completed our Care Standards Questionnaires. Everyone who completed our questionnaires strongly agreed or agreed that overall they were happy with the quality of care and support the service provided to them.

We spoke with 19 people using the service during the inspection.

Paraphrased comments made by people who use the service included:

"Well done to GAMH. I would advise anyone who is struggling to get support from GAMH."

"The support really helps me. My mood changes quickly and I need someone to support me. Without it I would become socially isolated. It keeps me stable over a longer period."

"Groups are fabulous. GAMH has helped me find my identity and place in society. Lovely workers."

Approximately 300 people were using the service at the time of our inspection.

## Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own improvement plan and quality assurance paperwork. These demonstrated their priorities for development and how they were monitoring of the quality of the provision within the service.

## From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

## What the service does well

People who used the service gave us consistent positive feedback about GAMH. Everyone that commented spoke extremely highly of the service and staff. They were also clear that the service valued their participation and respected their views. This indicated a service that was person-centred.

The service frequently helped people achieve positive outcomes. GAMH worked hard with people reduce their social isolation, improve their mental and physical wellbeing and to get help to recover from alcohol and substance misuse. They did this using focused individual support and very good peer support.

Comments included:

"Without GAMH I would have struggled with applying for Personal Independence Payment and finding a home"

"I feel my opinions and hopes for the future are listened to. Staff help me make sense of my life."

The service was dynamic and innovative when supporting people with enduring mental health problems. An example was the CALM project which provided complementary therapies and mindfulness for People aged 60 and over. There were also projects that provided support to unpaid carers and young carers who looked after someone with a mental health problem.

GAMH was a proactive training and consultancy service on mental health issues to individuals and organisations. It was also a leading advocate in challenging discrimination and worked hard to raise awareness of abuse, violence and mental health issues. Examples of this included how to help women and children affected by abuse and exploitation.

The service recruited staff safely to the service. The inclusion of people using the service was important to this process. Staff and volunteers told us that they had excellent training opportunities to support them in their roles. They were very clear on the aims and purpose of the service and their roles in this.

Staff were enthusiastic about their work and demonstrated sound values. The service also had very good strategies to help staff with their own health and wellbeing.

Investors in People Scotland recently accredited the service as a very good leader and manager of people. It was also recognised with a Young People Award.

## What the service could do better

Any areas for improvement made were in the context of a service that was performing well and that had excellent insight into what areas of the service could be better.

The service had introduced a new format for personal plans to make information easier to follow for staff and people they support. There were some minor inconsistencies in the format of plans across the service. The provider agreed to review and address these.

A small number of staff had not participated in key training in a timely way. The provider was working hard to address this through a revised staff induction programme.

We discussed how the service could evaluate existing approaches for people who were nearing the end of their agreed duration of support. The time-limited support remained an area of anxiety for some people. The service could explore further the best way to help people move on through reflecting on the different experiences of service users. One option under consideration was to use the learning set approach that had worked successfully with other aspects of the service.

## 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](http://www.careinspectorate.com).

## Inspection and grading history

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

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