

Penumbra Supported Accommodation (ARBD) Care Home Care Home Service

184 Bardowie Street
Possil
Glasgow
G22 5AA

Telephone: 0141 336 8012

Type of inspection:

Unannounced

Completed on:

19 December 2018

Service provided by:

Penumbra

Service provider number:

SP2003002595

Service no:

CS2006130024

About the service

Penumbra Supported Accommodation (ARBD) Care home is registered with the Care Inspectorate to provide support to a maximum of eight adults with mental health issues. The primary support need for people at the time of our visit was alcohol related brain damage and some people also had an acquired brain injury.

The service has been operating since 2006 and registered with the Care Inspectorate since the Care Inspectorate was formed in 2011.

The home is located within a residential street in Possil, Glasgow. Accommodation consists of eight single bedrooms with en-suite toilet and shower, a communal bathroom, two lounge areas (one with a dining area), two communal kitchens and a laundry room. At the rear of the home there is a garden area, which is shared with adjoining properties.

There is a no smoking policy in the home, and people are provided with a smoking shelter in an area of the garden if they wish to smoke. Within the home there are also two staff offices. Staffing cover is provided 24 hours a day with overnight support by a waking nightshift.

The service aims were to provide support to people with alcohol related brain damage, enabling individuals to regain a better quality of life. This assists with their recovery in the hope that individuals can then move on to their own tenancy within the community. (The aims and objectives were being reviewed to take account of people who had acquired brain injury and alcohol related brain damage).

What people told us

During the inspection we spoke to six people who were living in the service and received two completed Care Standard questionnaires. Feedback was very positive about the quality of the service and staff, comments included;

"If it wasn't for you (the service) I don't know where I would be. I wish I was supported like this earlier. I know I am getting help, but I am more independent now".

"I am thankful for staff helping me, I can't say better than that. I am telling myself, I am getting the help I need".

"Everything is great, I like to have my own personal space with my things in it".

"Staff are quite approachable if you have a problem".

Self assessment

The service did not require to submit a self-assessment for this inspection, however the manager and staff used tools to quality assure the service that informed the service improvement plan.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	6 - Excellent

What the service does well

People who experience the service told us that they felt included and involved in the way they were supported to continue on their path to recovery. We could see that people were treated as individuals and their own views and beliefs were respected by staff who worked hard to develop support and recovery plans that promoted excellent outcomes.

The very detailed personal plans evidence that people were being supported at their own pace and their progress was reviewed at regular intervals. Staff had respect for individuals views and aspirations and knew what was meaningful and important to them. We could see that there was a strong emphasis on peoples rehabilitation that enabled people to relearn life skills which promoted their independence.

Staff told us that over the last year a lot of work had taken place to develop and improve the way they supported people by developing more outcome focused personal planning. The service has worked hard to develop and consolidate the "Step up programme" for each person which focuses on different aspects of peoples recovery for example, health and wellbeing, budgeting and social integration. When three steps have been achieved the persons' support plan is reviewed and a further three steps are identified. This approach promoted peoples' wellbeing and self esteem which motivated them to learn new skills and take ownership of their own recovery.

People we spoke with told us that they liked the step approach because they can identify their own goals and work on them at their own pace. This demonstrated how well the service worked to meet peoples desired outcomes.

The service had improved the way peoples' health care needs were assessed and supported. We could see that there were assessment tools in place to support people who were at risk from malnutrition and weight loss. One person told us that since moving to the service they had been encouraged to prepare more varied and healthier meals which were rich in vitamins. We saw that people were supported by staff to plan and prepare their meals to ensure they were nutritionally balanced and the Sunday communal dinner was planned and prepared by the people living in the service.

The service had recently replaced risk assessments for people who experience the service as these were considered too judgemental and developed person centred safety plans which were written in the first person. This helped develop ownership of peoples individual life choices and mutually agreed goals. People told us they were free to go out when they wished but were aware of the importance of keeping in contact with the service if they were to return home later than anticipated.

We could see that there were robust systems in place for people to manage their medication. Staff competencies were regularly assessed to ensure they are sufficiently skilled in medication procedures. People were encouraged

to manage their own medication and systems were in place to facilitate self administration in a phased approach. This ensured that people experiencing the service were confident in managing their own medication which promoted excellent health and independence outcomes.

People who experience the service were encouraged to attend and participate in the weekly HOPE (Home, Opportunity, People and Empowerment) meetings. This gave people the opportunity to discuss their thoughts and feelings in a supportive group and suggest future plans for activities within and outwith the service.

At the time of the inspection the group was busy making mince pies and preparing a musical performance for the visitors to the forth coming Christmas open day.

The service has good links to the Marie Trust which provides short courses to people not suited to mainstream education. Some people had achieved the Cook Safe certificate and attended a fire safety course presented by the fire service. There were plans in place for people to take part cardio resuscitation training. One person had recently been part of the interview panel for new staff. He told us that he had received a certificate of achievement from the service and a voucher for his favourite butchers.

Some redecoration of communal areas had recently taken place and there were plans to purchase a new lap top and projector screen. People told us that they are encouraged and supported by staff to make use of the HUB room and computer to access community and learning resources.

Staff told us that they continued to develop their roles and responsibilities as practitioners and managers via the Step into Leadership programme provided by the SSSC. This learning had a very positive benefit on developing their mentoring and management skills and promoted continuous and reflective learning within the staff group. We could see from minutes of staff meetings and supervision notes that there was regular discussions taking place on the new Health and Social Care standards and how they could reflect the standards in their day to day work. We could see that different members of staff had taken responsibility to manage and quality assure different aspects of this service.

The manager had involved staff, the people who experience the service and external agencies in the service development plan. The plan was very detailed and identified numerous areas for service improvement. We could see that the plan was regularly reviewed and updated to evidence improvements made to the service and identified any further actions to be taken. This meant a culture of continuous improvement had developed within the service. Staff and people who experience the service were motivated to look at ways to further improve the quality of the service and promote excellent outcomes for people in their recovery.

What the service could do better

We noted that water temperatures from water outlets including showers were not routinely tested and recorded. We brought this to the managers attention who immediately took action to introduce systems to prevent any risk of injury to the people who experience the service.

We found that some personal information on people living at the service was displayed on the notice board in the staff duty room. We asked the manager to review this practice as it could potentially compromise peoples' confidentiality.

We acknowledge that the service had a comprehensive improvement plan, however the manager and staff may wish to consider ways to make the format easier to track and read.

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.

Inspection and grading history

Date	Type	Gradings
29 Jun 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
24 Aug 2016	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 4 - Good Management and leadership 5 - Very good
26 Jan 2016	Unannounced	Care and support Not assessed Environment Not assessed Staffing Not assessed Management and leadership Not assessed
5 Oct 2015	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 3 - Adequate
5 Dec 2014	Unannounced	Care and support 4 - Good Environment 4 - Good

Date	Type	Gradings
		Staffing 4 - Good Management and leadership 3 - Adequate
28 Nov 2013	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 5 - Very good
10 Jan 2013	Unannounced	Care and support 4 - Good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
2 Dec 2010	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing Not assessed Management and leadership Not assessed
30 Jun 2010	Announced	Care and support 6 - Excellent Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
28 Mar 2010	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
22 Jun 2009	Announced	Care and support 5 - Very good Environment 5 - Very good Staffing 4 - Good Management and leadership 5 - Very good
18 Mar 2009	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
6 Jun 2008	Announced	Care and support 4 - Good Environment 4 - Good

Date	Type	Gradings
		Staffing 4 - Good Management and leadership 4 - Good

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