

Penumbra - Glasgow ARBD Supported Living Service Housing Support Service

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Standard Building
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Telephone: 0141 336 8012

Type of inspection:

Unannounced

Completed on:

19 December 2018

Service provided by:

Penumbra

Service provider number:

SP2003002595

Service no:

CS2006129979

About the service

Penumbra - Glasgow ARBD Supported Living Service is registered with the Care Inspectorate to provide support to a maximum of 15 people aged over 25 years, who are living at home. The provider is Penumbra.

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

At the time of the inspection the primary support need for people was alcohol related brain damage (ARBD), who may be experiencing difficulties sustaining their tenancies.

The service is provided to people living in Glasgow. At the time of this inspection, support was being provided to eight people. The level of support ranges from two hours to 21 hours a week. Support visits were arranged in agreement with service users.

Staff operate from an office base located within the city centre of Glasgow.

Penumbra - Glasgow ARBD Supported Living Service aims "to provide support for people with Alcohol Related Brain Damage who live in their own homes and who may be experiencing difficulties in maintaining their tenancies and the associated tasks of running a home" with "a recovery focused approach".

What people told us

During the inspection we spoke with three supported people and one relative. The feedback was very positive and comments included,

"I would give all the staff 100%, they are good company and help me deal with letters and things. They do their best to try and keep me off the drink".

"I don't have any issues, it is a great service. The same staff visit regularly and calls me all the time".

"I have been with Penumbra for several years. Since then my memory has improved and I am learning to read and write again. My health has greatly improved. I have achieved so much and I am achieving my dreams".

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 staffing	6 - Excellent
Quality of management and leadership	not assessed

What the service does well

People who experience the service told us that staff were excellent at providing care and support at a pace and level that suited their personal needs. The skills and knowledge of staff and the rapport with the supported people promoted trust and positive relationships which helped develop excellent outcomes for people.

It is important that people are fully involved in developing their support plan which identifies their personal goals and needs.

The manager and staff told us that they had undertaken a great deal of work to improve the quality and content of people's support plans. The service uses their own recovery tool known as the IROC (Individual Outcomes Recovery Counter) which maps the progress of people's recovery. This tool has been validated by Abertay University as a valid and reliable tool to measure recovery. We could see that the support plans were regularly reviewed and up dated to reflect any changes in the person's circumstances and needs.

People we spoke with told us that they could look at their support plans held within their home anytime they wished. Personal support plans were in a format that they could understand and they could see the progress they were making in their recovery and rehabilitation. The service had further developed the electronic systems of recording which meant daily visit notes can now be completed in paper and electronic form with the person in their own home during their support visit.

We found some excellent evidence of innovate practice taking place with people who were being supported. Staff had encouraged and supported them to write their personal recovery stories and publicise them on social media sites and in published articles in Third Force News and the Community Care Magazine. The recovery stories were used and shared with other supported people and professional workers at meetings as examples of how involvement with services can lead to a better quality of life and better outcomes for their health and welfare.

The service has a peer volunteer who is a valued asset in supporting people in their recovery. He told us that he has a part time voluntary job and "buddies" up with fellow supported people to go on outings to the seaside and the cinema. He recently achieved a personal goal of going on a helicopter flight.

Staff had developed and published some innovative ideas and practice to assist in the assessment and the progression supported people had made in their recovery. One example was the "pool table" assessment where a person's cognitive and motor skills can be observed and assessed while playing a game of pool.

People who experience the service should have confidence in people who are trained, competent and skilled, are able to reflect on their own practice and follow their professional and organisational codes.

All new staff complete a six month induction which is tailored to the needs of people with ARBD. This included training in mental health, recovery and risk, self harm and suicide prevention. All new staff are mentored and we saw evidence of observed practice, coaching sessions and peer review regularly taking place that enhanced staff performance and promoted best practice.

We could see via staff training meetings and reflective learning logs that there was a culture of continuous learning amongst the staff group. All staff had recently undertaken first aid and adult protection training. Some the senior staff had just completed advanced training in ARBD provided by the health service. Staff told us that they were aware of and kept up with best practice guidance related to ARBD via professional contacts in the field of ARBD and published articles on best practice and guidance. We noted that staff engaged with the "Step into Leadership" modules in the Scottish Social Services Council's website which developed their team working and

leadership skills in their professional practice. Staff were aware of the importance of keeping up to date their post registration training and learning logs to evidence their continuous professional development.

The service has good links with the Marie Trust which works with people who are excluded from mainstream education. Staff assist supported people to access and attend short courses. One supported person told us that he attend a six week painting and drawing class that had reawakened his love of art that had been lost due to his previous lifestyle.

We could see that staff were recruited and inducted using best practice guidance including Protecting Vulnerable Groups (PVG) checks and registration with the Scottish Social Services Council (SSSC). This ensured that staff supporting people were fit to do so and that people were protected from harm. We noted that people who experience the service had been involved in staff interviews recently and gave feedback about each candidate.

The views of people who were being supported, their family and friends and external agencies were sought via, face to face meetings, telephone calls and reviews. A survey monkey had recently been used to gain feedback on the performance of the service. The feedback was very positive from all of the people who responded. All the people spoke to during the inspection described the service as excellent.

What the service could do better

At the time of the inspection the manager and staff were developing the improvement plan for the service which took account of the views of people who experience the service, family and external agencies.

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
26 Jun 2017	Announced (short notice)	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed Not assessed 5 - Very good
10 Oct 2016	Announced (short notice)	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed 5 - Very good 4 - Good
5 Oct 2015	Unannounced	Care and support Environment Staffing Management and leadership
		4 - Good Not assessed 3 - Adequate 3 - Adequate
28 Nov 2014	Unannounced	Care and support Environment Staffing Management and leadership
		4 - Good Not assessed 4 - Good 3 - Adequate
28 Nov 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership
		4 - Good Not assessed 4 - Good 5 - Very good
15 Nov 2012	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed 5 - Very good 5 - Very good
10 Nov 2010	Announced	Care and support Environment Staffing Management and leadership
		6 - Excellent Not assessed 5 - Very good Not assessed
22 Jun 2009	Announced	Care and support Environment Staffing
		5 - Very good Not assessed 4 - Good

Date	Type	Gradings	
		Management and leadership	5 - Very good
18 Mar 2009	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 5 - Very good 4 - Good

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