

GMD Community Services Housing Support Service

Unit 50 Fountain Business Centre
Ellis Street
Coatbridge
ML5 3AA

Telephone: 01236 426892

Type of inspection:

Unannounced

Completed on:

12 March 2020

Service provided by:

GMD Community Services

Service provider number:

SP2007009392

Service no:

CS2007164062

About the service

GMD Community Services registered with the Care Inspectorate in August 2011 and became an active service from 2 April 2014. It is registered as a combined housing support and care at home service. This service supports a wide range of adults and older people.

The service's mission statement is - 'For all individuals to be given choice and control whilst maintaining independence and participation in how they wish their care to be delivered'.

At the time of inspection, the service was providing care and support to 38 people.

What people told us

Prior to the inspection, we sent out questionnaires and we received 4 completed forms. During the inspection, we spoke to 2 people who were using the service and the relatives of 6 people the service supported. Feedback was extremely positive and indicated to us that people experienced a very good standard of care and support.

Standard of care and support. Comments included:

- I don't know where I'd be without them.
- I am involved in devising my care plan, which staff always follow.
- I have a regular team of staff.
- The staff take time to support me as a relative.
- Everyone is very approachable.
- We work out what's best for my relative together.
- Staff are always on time.

Self assessment

We are not currently asking services to submit this.

From this inspection we graded this service as:

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

What the service does well

People who experience care should be accepted and valued whatever their needs and be treated with dignity and respect. Everyone we engaged with as part of the inspection told us, that all staff were friendly and very respectful when they were in their house. They told us that they had a small dedicated team of staff which meant they were familiar with each other. We heard that they were always on time and never missed any visits.

People should be confident that their support plans give clear direction on how to deliver their support and that they are reviewed at least every six months or when there are any significant changes. They and their families

should be involved in this process. We sampled support plans and found them to be very individual to each person and gave a good level of detail to guide staff on how to support them. Care plans had been agreed by the person and/or their family. We heard from people about how they were still very involved in directing their/their relative's care and support and how well the service worked together with them to achieve the best outcomes for them.

We looked at how the service supported people with their medication. They had reviewed their medication policy following the last inspection and we found it now reflected best practice guidance. The service had introduced new medication booklets and we found that these were clear, easy to follow and noted the administration of each individual medication. The service had also introduced a process of auditing these and where any areas could be improved then actions had been taken. The benefit from this was that people could be assured that their medication was being well managed.

We found that the service used a range of methods to monitor service delivery. This included audits of care plans, communication books and medicine administration records. The management team carried out regular expected and spot checks during staff support visits to ensure the quality and consistency of care being delivered. This also gave an opportunity for people who use the service and/or their families to give feedback.

Everyone we spoke with during the inspection told us that the management team were very open and approachable and very responsive to ideas and suggestions.

What the service could do better

We made a recommendation at the previous inspection around risk assessments. We sampled individual risk assessments for people who use the service and found that whilst good generic risk assessments were in place, these did not always consider every factor relating to each person, which if they did, would have prompted the service to devise other specific risk assessments, including moving and handling risk assessments. It is important that these are in place to guide and support staff. This recommendation will be repeated.

We found that the service could record the various quality assurance methods they used as a management team better. We discussed the new quality improvement framework for inspections with the manager and shared some ideas for using this to support devising a more robust quality assurance system.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The service should ensure that risk assessments are accurate, regularly reviewed and provide sufficient information, to allow staff to reduce any identified risks of harm to people being supported.

This ensures care and support is consistent with the Health and Social Care Standards, which state: "I am as involved as I can be in agreeing and reviewing any restrictions to my independence , control and choice." (HSCS 2.6)

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

Recommendation 1

The service should ensure its care plans are comprehensive in detail, to ensure staff are aware of all conditions and have sufficient information to provide all elements of care and support needed. These plans and subsequent review documentation should be outcome-focused and person-centred.

This ensures care and support is consistent with the Health and Social Care Standards, which state: "My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices". (HSCS 1.15)

This recommendation was made on 14 December 2018.

Action taken on previous recommendation

Please see information under 'What the service does well'.

This recommendation had been met.

Recommendation 2

The service should ensure that risk assessments are accurate, regularly reviewed and provide sufficient information, to allow staff to reduce any identified risks of harm to people being supported.

This ensures care and support is consistent with the Health and Social Care Standards, which state: "My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event". (HSCS 4.14)

This recommendation was made on 14 December 2018.

Action taken on previous recommendation

Please see information under 'What the service could do better'.

This recommendation had been met.

Recommendation 3

The service should review its medication procedure to ensure the administration of medication complies with best practice. Each medication should be recorded individually and where indicated medication should be administered at the prescribed time.

This ensures care and support is consistent with the Health and Social Care Standards, which state: "Any treatment or intervention that I experience is safe and effective". (HSCS 1.24)

This recommendation was made on 14 December 2018.

Action taken on previous recommendation

Please see information under 'What the service does well.'

This recommendation had been met.

Recommendation 4

The service should review its audit processes, to ensure all aspects of the service are audited for all people being supported. It should evidence what was audited and detail any actions taken to improve.

This ensures care and support is consistent with the Health and Social Care Standards, which state: "I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes". (HSCS 4.19)

This recommendation was made on 14 December 2018.

Action taken on previous recommendation

Please see information under 'What the service does well'.

This recommendation had been met.

Recommendation 5

The service should ensure all medication support recordings are audited on a regular basis and improvements made where issues are identified.

This recommendation was made on 14 December 2018.

Action taken on previous recommendation

Please see information under 'What the service does well'.

This recommendation had been met.

Inspection and grading history

Date	Type	Gradings
14 Dec 2018	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
11 Jan 2018	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
24 Nov 2016	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 4 - Good
18 Nov 2015	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 3 - Adequate
5 Dec 2014	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - 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.