

Inspection report

Neighbourhood Networks in Scotland Ltd Housing Support Unit Housing Support Service

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Glasgow
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Inspected by: Gerry Tonner
(Care Commission officer)

Type of inspection: Announced

Inspection completed on: 17 February 2010

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Service provided by:

Neighbourhood Networks in Scotland Ltd

Service provider number:

SP2004005422

Care service number:

CS2003053949

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Easy read summary of this inspection report

We grade all the Quality Statements for a service at each inspection. Each grade describes how well we think the service is doing based on what we inspected.

We can choose from six grades:

 **6**  **5**  **4**  **3**  **2**  **1**
excellent very good good adequate weak unsatisfactory

We gave the service these grades

Quality of Care and Support  **5** Very Good

Quality of Staffing  **5** Very Good

Quality of Management and Leadership N/A

This inspection report and grades are our assessment of the quality of how the service is performing in the areas we examined during this inspection.

Grades for this care service may change after this inspection due to other regulatory activity; for example, if we have to take enforcement action to improve the service, or if we investigate and agree with a complaint someone makes about the service.

What the service does well

The service continues to involve members in a range of different things such as interviewing new staff, planning the AGM and preparing for review meetings.

Members shared that they are very happy with the supports and activities provided.

What the service could do better

The service needs to make sure that records of risk assessments are kept up to date.

Work should be carried out on the policy relating to Enhanced Disclosures. This needs to be made up to date with what Disclosure Scotland say is good practice.

What the service has done since the last inspection

Neighbourhood Networks continues to involve members in the running and improvement of the service.

Conclusion

The Care Commission inspection revealed that members are very happy with the support provided by Neighbourhood Networks and they feel involved in the running of the service.

Who did this inspection

Lead Care Commission Officer

Gerry Tonner

Other Care Commission Officers

N/A

Lay Assessor

N/A

Please read all of this report so that you can understand the full findings of this inspection.

About the Care Commission

We were set up in April 2002 to regulate and improve care services in Scotland.

Regulation involves:

- registering new services
- inspecting services
- investigating complaints
- taking enforcement action, when necessary, to improve care services.

We regulate around 15,000 services each year. Many are childminders, children's daycare services such as nurseries, and care home services. We regulate many other kinds of services, ranging from nurse agencies to independent healthcare such as hospices and private hospitals.

We regulate services for the very young right through to those for the very old. Our work can, therefore, affect the lives of most people in Scotland.

All our work is about improving the quality of care services.

We produce thousands of inspection reports every year; all are published on our website: www.carecommission.com. Reports include any complaints we investigate and improvements that we ask services to make.

The "Care services" area of our website also:

- allows you to search for information, such as reports, about the services we regulate
- has information for the people and organisations who provide care services
- has guidance on looking for and using care services in Scotland.

You can also get in touch with us if you would like more detailed information.

About the National Care Standards

The National Care Standards (NCS) set out the standards that people who use care services in Scotland should expect. The aim is to make sure that you receive the same high quality of service no matter where you live.

Different types of service have different National Care Standards. When we inspect a care service we take into account the National Care Standards that the service should provide.

The Scottish Government publishes copies of the National Care Standards online at: www.scotland.gov.uk

You can get printed copies free from:

Blackwells Bookshop
53-62 South Bridge Edinburgh
EH1 1YS
Telephone: 0131 662 8283
Email: Edinburgh@blackwells.co.uk

What is inspection?

Our inspectors, known as Care Commission Officers (CCOs), check care services regularly to make sure that they are meeting the needs of the people in their care.

One of the ways we check on services is to carry out inspections. We may turn up without telling the service's staff in advance. This is so we can see how good the care is on a normal day. We inspect some types of services more often than others.

When we inspect a service, typically we:

- talk to people who use the service, their carers and families, staff and managers
- talk to individuals and groups
- have a good look around and check what quality of care is being provided
- look at the activities happening on the day
- examine things like records and files, if we need to
- find out if people get choices, such as food, choosing a key worker and controlling their own spending money.

We also use lay assessors during some inspections. These are volunteers who have used care services or have helped to care for someone who has used care services.

We write out an inspection report after gathering the information. The report describes how things are and whether anything needs to change.

Our work must reflect the following laws and guidelines:

- the Regulation of Care (Scotland) Act 2001
- regulations made under this Act
- the National Care Standards, which set out standards of care that people should be able to expect to receive from a care service.

This means that when we register or inspect a service we make sure it meets the requirements of the 2001 Act. We also take into account the National Care Standards that apply to it.

If we find a service is not meeting these standards, the 2001 Act gives us powers that require the service to improve.

Recommendations, requirements and complaints

If we are concerned about some aspect of a service, or think it could do more to improve its service, we may make a requirement or recommendation.

- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service but where failure to do so will not directly result in enforcement.
- A requirement is a statement which sets out what is required of a care service to comply with the Act and Regulations or Orders made under the Act, or a condition of registration. Where there are breaches of the Regulations, Orders or conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Care Commission.

Complaints: We have a complaints procedure for dealing with any complaint about a registered care service (or about us). Anyone can raise a concern with us - people using the service, their family and friends, carers and staff.

We investigate all complaints. Depending on how complex it is, a complaint may be:

- upheld - where we agree there is a problem to be resolved
- not upheld - where we don't find a problem
- partially upheld - where we agree with some elements of the complaint but not all of them.

How we decided what to inspect

Why we have different levels of inspection

We target our inspections. This means we spend less time with services we are satisfied are working hard to provide consistently high standards of care. We call these low-intensity inspections. Services where there is more concern receive more intense inspections. We call these medium or high intensity inspections.

How we decide the level of inspection

When planning an inspection, our inspectors, or Care Commission Officers (CCOs) carefully assess how intensively each service needs to be inspected. They do this by considering issues such as:

- complaints
- changes to how the service provides care
- any notifications the service has given us, such as the absence of a manager
- what action the service has taken in response to requirements we have made.

The CCO will also consider how the service responded to situations and issues: for example how it deals with complaints, or notifies us about incidents such as the death of someone using the service.

Our inspections take account of:

- areas of care that we are particularly interested in (these are called Inspection Focus Areas)
- the National Care Standards that the service should be providing
- recommendations and requirements that we made in earlier inspections
- any complaints and other regulatory activity, such as enforcement actions we have taken to improve the service.

What is grading?

We grade each service under Quality Themes which for most services are:

- **Quality of Care and support:** how the service meets the needs of each individual in its care
- **Quality of environment:** the environment within the service (for example, is the service clean, is it set out well, is it easy to access by people who use wheelchairs?);
- **Quality of staffing:** the quality of the care staff, including their qualifications and training
- **Quality of management and leadership:** how the service is managed and how it develops to meet the needs of the people it cares for
- **Quality of information:** this is how the service looks after information and manages record keeping safely.

Each of the Quality Themes has a number of Quality Statements in it, which we grade.

We grade each heading as follows:

6	5	4	3	2	1
excellent	very good	good	adequate	weak	unsatisfactory

We do not give one overall grade.

How grading works.

Services assess themselves using guidance that we given them. Our inspectors take this into account when they inspect and grade the service. We have the final say on grading.

The Quality Themes for this service type are explained in section 2 The Inspection.

About the service we inspected

Neighbourhood Networks is a housing support service. Neighbourhood Networks facilitates local networks of mutual support for vulnerable adults across Scotland (there are currently 11 networks). The approach of Neighbourhood Networks is based upon the importance of enabling mutual support amongst network members, and the renewal of neighbourhoods and their wider community.

The service is facilitated by Community Living Workers and managed by 4 Network Managers.

The inspection focused on two networks based in Glasgow.

Based on the findings of this inspection this service has been awarded the following grades:

Quality of Care and Support	5 - Very Good
Quality of Staffing	5 - Very Good
Quality of Management and Leadership	N/A

This inspection report and grades are our assessment of the quality of how the service is performing in the areas we examined during this inspection.

Grades for this care service may change after this inspection due to other regulatory activity; for example, if we have to take enforcement action to improve the service, or if we investigate and agree with a complaint someone makes about the service.

You can use the "Care services" area of our website (www.carecommission.com) to find the most up-to-date grades for this service.

How we inspected this service

What level of inspection did we make this service

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

What activities did we undertake during the inspection

- * Examination of 17 returned Care Commission questionnaires issued to members, relatives and also staff of Neighbourhood Networks.
- * Interviews (both telephone and face to face) with 8 members.
- * Telephone interviews with 2 relatives.
- * Interviews with the current Manager, replacement Manager, Network Manager and 3 Community Living Workers (telephone and face to face interviews).
- * Examination of minutes of various meetings.
- * Sampling the content of 3 support plans and associated records.
- * Checking the content of newsletters.
- * Examining two staff files.

Inspection Focus Areas (IFAs)

Each year we identify an area, or areas, we want to focus on during our inspections. We still inspect all the normal areas of a care service; these are extra checks we make for a specific reason.

For 2009/10 we will focus on:

- Meaningful activity for all adult services
- How care services assess the health of people with learning disabilities
- Involving parents for children's services
- Medication for looked after children for residential accommodation for children
- How care services make sure they have safe recruitment procedures for staff for all services except childminders.

You can find out more about these from our website www.carecommission.com.

Fire safety issues

The Care Commission no longer reports on matters of fire safety as part of its regulatory function. Where significant fire safety issues become apparent, we will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Care service providers can find more information about their legal responsibilities in this area at: www.infoscotland.com/firelaw

The annual return

We use annual returns (ARs) to:

- make sure we have up-to-date, accurate information about care services; and
- decide how we will inspect services.

By law every registered care service must send us an annual return and provide us with the information we have requested. The relevant law is the Regulation of Care (Scotland) Act 2001, Section 25(1). These forms must be returned to us between 6 January and 28 February 2009.

Annual Return Received

Yes - Electronic

Comments on Self Assessment

A self assessment was completed prior to the inspection. This contained information on areas of strengths and areas for improvement.

Taking the views of people using the care service into account

These are recorded under the Quality Themes.

Taking carers' views into account

These are recorded under the Quality Themes.

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 5 - Very Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

Service Strengths

There are regular meetings with Network members and these meetings are minuted.

Members shared that they are highly satisfied with the support provided. The following is a selection of comments received from members; -

"All in all the service is quite good."

"I've put my name forward for voting to go on the board."

"I've been involved in making a flyer for the service."

"I'm very happy with Neighbourhood Networks."

"The service has been good. It has helped me to build up my confidence."

"I can't think of anything that could be done any better or differently (to improve the service)."

Two relatives shared their views about the support offered by Neighbourhood Networks;

"He (relative) is always in contact with the service. He has been involved with meetings with other members in Glasgow and in Oban."

"Members are asked their views about the service and if there are any changes needed."

There were a total of 17 returned Care Commission questionnaires from members and relatives. Of the returned questionnaires, eight highlighted that overall they strongly agreed that they were happy with the quality of support and care provided and eight agreed that they were happy with the care and support given.

The organisation has set up an Improvement Council and this includes members, staff and management. Through checking the minutes of December 2009 it was noted that there was a good range of different topics discussed including things that relate to maintaining and improving health.

The organisation plans on using an external organisation called Common Knowledge to help communicate what things are happening within the service with all members.

There are plans for the Improvement Council to work on areas identified by the previous REACH assessment.

The organisation hosts an AGM. Members are involved with the planning of the event and also give presentations on the day.

There are currently four Network members on the board. There is a time limit of three years for serving on the board or members putting themselves up for re-election.

Good information has been produced to help people understand what it means to be a Network member. This provides details about who the Community Living Worker is, frequency of contact, activities, monthly meetings and other housing support activities.

Feedback from members has been used to develop the service e.g. there is now an Oban Men's Group following feedback received from male members.

The service continues to produce newsletters to keep the members informed of events and any changes.

Areas for Improvement

The service plans to have a 5 Dimension Evaluation of the service later in the year. Members have been involved in carrying out this with other organisations.

Grade awarded for this statement

6 - Excellent

Number of Requirements

0

Number of Recommendations

0

Statement 2

We enable service users to make individual choices and ensure that every service user can be supported to achieve their potential.

Service Strengths

A Code of Conduct has been devised. This is for use with members attending the AGM and other group events.

The schedule for the AGM revealed that there will be a number of presentations and workshops which will be delivered by members.

There are plans for members to deliver equality and diversity training.

The service has produced information about what individuals can expect in relation to their support plan.

There are good practice guidelines which help members prepare in advance of their review meeting.

Three support plans were sampled. Each contained good quality information about each member's preferences and support needs.

Several members were complimentary about the choices and activities offered; -

"I go to the Grand Old Opry and have DVD nights with other members."

"I've gone to different outings with members and the Community Living Worker."

"My worker has helped me sort out direct debits with the bank."

"We go out to the pictures and out for pizzas. At members' meetings we talk about what is happening."

Two relatives shared their views about the activities and choices made available; -

"My relative has been out to various things with Neighbourhood Networks."

"Neighbourhood Networks support her (relative) with nights out e.g. bowling at Strathclyde Park, pool tournament and the odd meal."

"I'm of the opinion that the activities offered suit the interests of my relative."

"I know about the service's complaints procedure and that I can also raise complaints with the Care Commission."

Information leaflets provided by the service are often in an easy read format to assist communications.

Through carrying out interviews with staff it was noted that they have promoted the independence of members. Some activities are now being carried out by members without the support of staff.

Activities are occurring in the evenings and at weekends. Members shared that the times of activities are suitable.

An environmental profile is currently being worked on at a particular Network Ring. This will provide information on different venues and information on how individual's safety can be maintained.

Areas for Improvement

Through checking three support plans and other records it was noted that there were some gaps in reviewing risk assessments in line with the frequency indicated. A recommendation shall be made in connection with the above. (See Recommendation 1).

Grade awarded for this statement

4 - Good

Number of Requirements

0

Number of Recommendations

1

Recommendations

1. Risk assessments should be reviewed as per the frequency indicated. If they are linked to the support review this should be detailed and should also be re-visited after any significant changes. This is to adhere to National Care Standards; Housing Support Services, Standard 3: Management and Staffing Arrangements.

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 - Very Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

Service Strengths

There was evidence that members have been involved with the recruitment of staff. Members have been assisted with developing a person specification and have been involved in informal and formal interviews of potential staff.

This information was confirmed through interviews carried out by the Officer with members and staff.

The service regularly uses scenarios which may occur when interviewing staff.

There were copies of interview notes held on file.

Through sampling records there was a very good piece of work carried out by a Network Manager and Community Living Worker during supervision sessions. These sessions have been used to encourage staff to reflect on their practice, chart progress of members and link into other services.

A Community Living Worker review meeting was sampled from January 2010. This also was used to encourage the staff member to reflect on their practice and identify ongoing training and development needs.

Supervision records revealed that staff are informed about changes within the organisation e.g. changes made to the codes of conduct following work being carried out by the Complaints Council. These records also revealed that issues relating to individual members are taken forward by staff and potential solutions identified e.g. improving personal appearance through attending the Men's Group.

The service uses feedback from members when carrying out staff appraisals.

Many positive comments were received from members and relatives interviewed about the quality of the staff providing the support and office based staff. This was also reflected within the returned Care Commission questionnaires.

Areas for Improvement

Continue with above.

Grade awarded for this statement

6 - Excellent

Number of Requirements

0

Number of Recommendations

0

Statement 2

We are confident that our staff have been recruited, and inducted, in a safe and robust manner to protect service users and staff.

Service Strengths

Two staff files were sampled. Both contained application forms and Enhanced Disclosure forms. It was noted that one of the staff files contained a health check questionnaire and the other contained interview notes.

There is a good range of policies and procedures. The Disclosure Information policy and procedure details that the service adopts a three yearly cycle for re-checking each staff member's Enhanced Disclosures.

The service has a well structured induction programme. Through carrying out interviews with staff and through checking a staff file it was evident that the management has responded flexibly to the learning needs of a staff member. This was regarded as good practice.

Areas for Improvement

It was noted that the service has very recently developed a Manager's handbook which contains a section on staff recruitment. However, policies and procedures associated with recruitment need to be updated. The period of retention for Enhanced Disclosures should be in line with the latest guidance from Disclosure Scotland. The recruitment policy should also reflect what checks would be carried out with professional registers and/or the SSSC. This shall be reflected as a recommendation. (See Recommendation 1)

Grade awarded for this statement

4 - Good

Number of Requirements

0

Number of Recommendations

1

Recommendations

1.

Policies and procedures should be amended to reflect the latest guidance from Disclosure Scotland in relation to the retention of Enhanced Disclosures. The recruitment policy should also reflect what checks would be carried out with professional registers and/or the SSSC.

This is to adhere to National Care Standards; Housing Support Services, Standard 3: Management and Staffing Arrangements.

Other Information

Complaints

A complaint is currently being investigated.

Enforcements

We have taken no enforcement action against this care service since the last inspection.

Additional Information

N/A

Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in the Care Commission re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).

Summary of Grades

Quality of Care and Support - 5 - Very Good	
Statement 1	6 - Excellent
Statement 2	4 - Good
Quality of Staffing - 5 - Very Good	
Statement 1	6 - Excellent
Statement 2	4 - Good
Quality of Management and Leadership - Not Assessed	

Inspection and Grading History

Date	Type	Gradings
25 Mar 2009	Announced	Care and support 5 - Very Good Staffing 5 - Very Good Management and Leadership 5 - Very Good

Terms we use in our report and what they mean

Action Plan - When we inspect a service, or investigate a complaint and the inspection report highlights an area for improvement; either through recommendations or requirements, the action plan sets out the actions the service will take in response.

Best practice statements/guidelines - This describes practices that have been shown to work best and to be achievable in specific areas of care. They are intended to guide practice and promote a consistent and cohesive approach to care.

Care Service - A service that provides care and is registered with us.

Complaints - We have a complaints procedure for dealing with any complaint about a registered care service or about us. Anyone can raise a concern with us - people using the service, their family and friends, carers and staff.

We investigate all complaints which can have more than one outcome. Depending on how complex the complaint is, the outcomes can be:

- upheld - where we agree there is a problem to be resolved
- not upheld - where we don't find a problem
- partially upheld - where we agree with some elements of the complaint but not all of them.

Enforcement - To protect people who use care services, the Regulation of Care (Scotland) Act 2001 gives the Care Commission powers to enforce the law. This means we can vary or impose new conditions of registration, which may restrict how a service operates. We can also serve an improvement notice on a service provider to make them improve their service within a set timescale. If they do not make these improvements we could issue a cancellation notice and cancel their registration.

Disclosure Scotland- Disclosure Scotland provides an accurate and responsive disclosure service to enhance security, public safety and protect the vulnerable in society. There are three types or levels of disclosure (i.e. criminal record check) available from Disclosure Scotland; basic, standard and enhanced. An enhanced check is required for people whose work regularly involves caring for, training, supervising or being in sole charge of children or adults at risk; or to register for child minding, day care and to act as foster parents or carers.

Participation - This describes processes that allow individuals and groups to develop and agree programmes, policy and procedures.

Personal Plan - This is a plan of how support and care will be provided. The plan is agreed between the person using the service (or their representative, or both of them) and the service provider. It is sometimes called a care plan mostly by local authorities or health boards when they commission care for people.

How you can use this report

Our inspection reports give care services detailed information about what they are doing well and not so well. We want them to use our reports to improve the services they provide if they need to.

Care services should share our inspection reports with the people who use their service, their families and carers. They can do this in many ways, for example by discussing with them what they plan to do next or by making sure our report is easily available.

People who use care services, their relatives and carers

We encourage you to read this report and hope that you find the information helpful when making a decision on whether or not to use the care service we have inspected. If you, or a family member or friend, are already using a care service, it is important that you know we have inspected that service and what we found. You may find it helpful to read previous inspection reports about his service.

The Care Commission

We use the information we gather from all our inspections to report to Scottish Ministers on how well Scotland's care services are performing. This information helps us to influence important changes they may make about how care services are provided.

Reader Information

This inspection report is published by the Care Commission. It is for use by the general public. You can get more copies of this report and others by downloading it from our website www.carecommission.com or by telephoning 0845 603 0890.

Translations and alternative formats

This publication is available in other formats and other languages on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

هذه بایتسد ىم وونابز رگىد روا رولکش رگىد رپ شرازگ تعاشا هى

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

یرخأ تاغل بو تاقيسينت تب بلطلا دن ع رفاوتم روشنملا اذه

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.

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Improving care in Scotland