

Care Inspection October 2017

What is a care Inspection?

Every year Neighbourhood Networks are inspected by an organisation called the Care Inspectorate. The Care Inspectorate makes sure that organisations are doing a good job and that they are delivering a good service to people.



How were we inspected?

We filled in a form telling the Care Inspectorate how we felt we were doing.

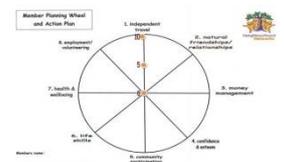


The Care Inspector came to four network group meetings and spoke to 29 members.

Before the inspection the Care Inspector received 33 completed questionnaires from members, members were asked about Neighbourhood networks and what it meant to them.

What are we doing well?

Members were involved in support planning. Support plans were completed to a high standard and these helped staff to support members to achieve their goals.



Members received support as and when they needed it, this support was either from their Community Living Worker, Associates members who are able to share their skills, knowledge and experiences gained through being a member in the past, their friends and other people in their Networks.



Net Reps and Board Members were elected by other members. Some members were involved in the choosing new staff and Board members by taking part in interviews.



Members helped to host events for visitors from Europe and were now supporting them to start up Networks in Finland.



Staff felt valued by the organisation and the people who used the service.

Staff helped members discuss things with each other. The networks help people feel included and less lonely. Members were encouraged and supported to speak up for themselves and have their opinions heard.



Members know how to make a complaint and if they are ever required to do so they would speak to the Community Living Worker or the Network Manager.



We carried out audits to protect the health and wellbeing of the people who use the service and we ensure the members are kept safe.



What could we be doing better?

Work with members, staff and other people involved in Neighbourhood networks to make sure that the paperwork is right for us.



Plan to create support plans for each member that suits their individual needs rather than everyone having the same plan.

Our Grades

Grades are given on a scale of 1-6 where 1 is poor and 6 is excellent.

We were graded on 2 items:

Quality of Care and Support – 6 (excellent)

Quality of Staffing- 6 (excellent)



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