

Care Inspection January 2020

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 if they are not they will give advice on how they can improve things so that they are delivering a good service to people. The Care Inspectorate also handle complaints that people may have about the service they receive.

What people told the Care Inspector



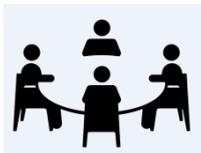
The Care Inspector contacted 88 people through questionnaires, phoning members, talking to family members and talking directly to our members.

“I’ve learned new skills – can travel on my own and assist other members now”

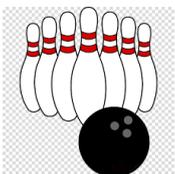
“Without this service people with problems would not receive the support they need”

“I have got my life back, staff work with me to allow my relative to me more independent”

What are we doing well?



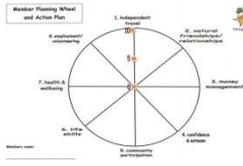
The Care Inspector found an excellent, person centred outcomes focused service delivered to people in the heart of their community.



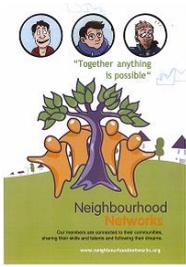
Members felt in control of their own support. For example, playing pool, bowling, park walks. Members felt valued and listened to, and they felt they had equal partnerships around every part of their support.



Members are encouraged to keep up to date with the digital world. Members from each network are trained as ‘Digital Champions’ who then train their fellow members. This helps members to stay safe online while helping them connect to their family and friends.



Members can choose which format they received their personal plan, written to easy read, audio or electronically. Members spoke positively about the ‘Planning Wheel’ in their support plans making it easier to see what progress they are making.



The Transitional Network (for members aged 16 – 25 years) found it difficult to understand some of the written material. So, the organisation created a comic strip magazine giving information about two young members journey within the network. This made it easier for the members to understand the information they received.

Some members struggled with moving from full membership to Associate membership and a pilot service called the “Community Circle” was set up within one network to support the move to other community supports in people’s local areas.

Members of the Networks felt included in the development of the service through the Quality Street Meetings as well as having eight network members elected by their peers onto the Board of Trustees. The inspector was happy that members received training before they joined the Board.

What could we be doing better?

The organisation will carry out further training on mental health and recovery to all staff.



The organisation will look at how the staff are doing their jobs to ensure that there is a high quality of service to our members. The organisation wants to help staff feel more confident and make sure that they have the correct training and skills to do the best job they can do.

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 Staff – 5 (very good)

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