

Phoenix Futures Care Home Care Home Service

Munro Court
15 Castlebank Villas
Glasgow
G13 2XA

Telephone: 0141 332 0121

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Unannounced

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Service provided by:

Phoenix Futures

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About the service

Phoenix Futures Care Home provides long-term residential rehabilitation, care and support for up to 30 adults who are experiencing problems with substance misuse and who wish to achieve and sustain an independent lifestyle. These adults are referred to as community members. There were 25 community members using the service at the time of this inspection.

The service is located in the Anniesland area of Glasgow and is staffed and managed by the Phoenix Futures National Charity.

Accommodation is provided in a modern three-storey building with a garden and has both single ensuite bedrooms.

The principal aims of the service are to support people to regain self-worth and integration into society with opportunities to rebuild their lives and end their dependency on drugs/alcohol.

There are four main phases within the rehabilitation programme, working towards the final phase of 're-entry' where people are expected to have reached a stage where they are able to live independently of the main house, with a strong focus of preparing to secure a tenancy and return to the community.

What people told us

People we spoke with were positive about the care and support they received at the service.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	5 - Very Good
How good is our leadership?	not assessed
How good is our staffing?	not assessed
How good is our setting?	not assessed
How well is our care and support planned?	5 - Very Good

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?**5 - Very Good**

People should receive warmth, kindness and compassion in how they are supported. We saw and heard excellent interactions between staff and community members and found that they had a mutual trust and respect for each other. This enabled community members to be open and honest about their experiences and knew they would be supported by staff. Community members told us that they had excellent relationships with staff and peer mentors. These relationships provided people with the confidence, motivation and self-belief needed to pursue their recovery and sustain it.

Community members are encouraged to have positive relationships that benefit their recovery. The service has a dedicated family room which allows community members to rebuild relationships and family members are also offered support by the service, giving relationships an opportunity to heal and grow. This ensures people are given opportunities to succeed in their journey when they are at their most vulnerable.

The service uses a therapeutic community model, ensuring people get the most out of life, by supporting community members to be emotionally resilient and work through their recovery journey. This is done through a structured programme, that looks at people's physical, mental and emotional wellbeing. We attended a group work session where community members had to look at themselves as a person and what they needed for recovery. This was a thought-provoking session where everyone was engaged, some found it difficult, however they continued to participate. We also attended a gender specific group where the women were creating their life story books. This gave people the opportunity to reflect on their lives and set goals for their future. We found these work groups were designed to allow people to be open and honest with themselves as well as each other without fear, giving them coping skills to move on with their life without being judged.

People should have the right to be involved in the development of the service they use. This was done through several different forums such as satisfaction surveys, department head meetings, buddy group meetings and welcome house meetings. We found that all feedback given by community members were collated and addressed by the service. Giving them confidence that their thoughts and feedback were valuable in improving the service.

We received extremely positive feedback from external service who stated they enjoy coming into the service to deliver group work sessions. They told us that they have seen great success for people coming through the programme and believe that it really works. Community members can access creative writing groups, yoga, parenting classes and drama. Several community members told us they were going to Liverpool to perform their current play which they never thought they would ever be a part of. There are also excellent opportunities to be part of the local community through the recovery through nature programme which gives people skills to develop green spaces for the community. There are excellent volunteering and employability opportunities for those who are near the end of their programme with really good links with local colleges. Two community members were successful in new volunteering opportunities whilst we were conducting our inspection, this gave them hope and feeling of self-worth for moving on from the service.

We found good positive links with health professionals, ensuring people's physical and mental wellbeing was cared for. The service has a medical officer who oversees service users' detoxification and other health complications linked to drug and alcohol use. The service had links to north west women's recovery group, specialised women's health nurses and blood borne virus testing for community members. The service was also looking to improve facilities for those with mobility issues.

We shadowed staff whilst administering medication and found that this process could be improved. We discussed ensuring each person's section of the medication folder had a photograph as well as a note of allergies, reducing any errors that may occur during administration. The manager developed this before the end of the inspection and intends implementing this.

We saw that the service used medication administration recording sheets, however there were questions around recording of "as required" medication. The recording sheet did not have a section for recording the reason or outcome of administering "as required" medication. We also found that the service did not have a protocol for "as required" medication that would direct staff on when this medication should be reviewed. The manager immediately started to correct these concerns during the inspection. This is in order to keep people safe and ensure that their medication is regularly reviewed.

How good is our leadership?

This key question was not assessed.

How good is our staff team?

This key question was not assessed.

How good is our setting?

This key question was not assessed.

How well is our care and support planned?

5 - Very Good

People looking to use the service received a comprehensive assessment prior to admission which ensured the service was able to support them in a person-centred way.

Community members using the service should have a support plan that is right for them as it sets out how their needs, wishes and choices will be met. We sampled several support plans and saw that people were involved in setting their own goals whilst using the service. The plans were person centred and most were outcomes focused. We could see clear outcomes that had been identified in some plans however outcomes were not always clear to see in others, making it difficult to ascertain what the person wanted to achieve whilst living in the service.

Community members met with their keyworker on a regular basis to discuss how they were progressing with their goals. We were able to see progress being made from one meeting to the next. Support plans could be written in the first person, having the plans written in the first person gives you a sense of that person and that the plan truly belongs to them. We suggested the service consider this moving forward.

We found that people were involved in the review of their support plan with external services involved in this process. Reviews showed progress that people were making and identified areas that were required to be addressed.

People have a right to feel confident that staff are alert and respond to signs of risk. We found that people had risk assessments in place, identifying risks for them. A risk management plan was then put in place to guide staff on how to support people when signs of risk were evident, however not all management plans had guidance for certain risks identified. We advised the service to check all plans and ensure these were up-to-date.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.1 People experience compassion, dignity and respect	6 - Excellent
1.2 People get the most out of life	6 - Excellent
1.3 People's health benefits from their care and support	5 - Very Good
How well is our care and support planned?	5 - Very Good
5.1 Assessment and care planning reflects people's planning needs and wishes	5 - Very Good

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