

Phoenix Futures Care Home Care Home Service

Munro Court
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Type of inspection:
Unannounced

Completed on:
30 March 2022

Service provided by:
Phoenix Futures

Service provider number:
SP2003003595

Service no:
CS2003016224

About the service

Phoenix Futures Care Home provides long-term residential rehabilitation, care and support for up to 31 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.

The service is in the Anniesland area of Glasgow and is staffed and managed by Phoenix Futures, a national charity. Accommodation is provided in a modern two-storey building, with a garden, and has single en-suite 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 on preparing to secure a tenancy and return to the community.

This was a follow-up inspection to evaluate progress made since the inspection completed on 8 February 2022.

What people told us

We spoke with three people using the service who spoke very positively about the support they received.

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 good is our care and support during the COVID-19 pandemic?	4 - Good
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Further details on the particular areas inspected are provided at the end of this report.

How good is our care and support during the COVID-19 pandemic?

4 - Good

Action had been taken to meet the requirement detailed in this report. This had reduced the risk for people experiencing care, protecting them from avoidable harm. We re-evaluated this key question from adequate to good as a result.

Details of progress in this area are noted under the following section of this report: What the service has done to meet any requirements made at or since the last inspection.

What the service has done to meet any requirements we made at or since the last inspection

Requirements

Requirement 1

By 28 March 2022, the provider must ensure that service users experience care in an environment that is safe and minimises the risk of infection. To do this, the provider must, as a minimum:

- ensure the quality assurance systems and processes in relation to infection prevention and control practices are further enhanced; and
- ensure that areas for improvement are clearly identified, take prompt action to address indications of poor practice, and ensure improvements are sustained.

This is in order to comply with Regulations 4(1)(a) and (d) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

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

This requirement was made on 21 February 2022.

Action taken on previous requirement

People should live in an environment that is well looked after with clean, tidy, and well-maintained premises, furnishings and equipment.

We saw that the home was visibly clean and that a range of checks had been introduced to monitor this. We saw that equipment was cleaned after each use and staff advised that people were engaged in these processes.

We saw evidence that quality assurance processes for infection prevention and control had been implemented. Some audits had taken place and we observed a staff member undertaking a check of care equipment, the laundry and the general environment.

We were satisfied that this process should ensure acceptable standards of infection prevention and control, and provide assurance that people are living within a clean and hygienic environment.

Met - within timescales

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 good is our care and support during the COVID-19 pandemic?	4 - Good
7.2 Infection control practices support a safe environment for people experiencing care and staff	4 - Good

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