

# The Michael Tracey Project Support Service

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Type of inspection: Announced (short notice)  
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**Service provided by:**

The Michael Tracey Project, a Scottish  
Charitable Incorporated Organisation

**Service provider number:**

SP2016012811

**Care service number:**

CS2016351506

## About the service

The Michael Tracey Project provides a Care at Home service to adults with learning disabilities or physical disabilities living in their own homes and in the community. The service registered with the Care Inspectorate on 15 May 2017. At the time of the inspection 11 people were being supported by the service.

The service provides a short break service to families and young people in and outwith their own home, allowing them respite from their caring responsibilities. The aims of the service include:

- to promote inclusion and provide opportunity for socialisation focussing on maintaining already established relationships particularly during times of transition
- to provide a variety of stimulating, educational and sensory experiences
- to provide a safe, caring and nurturing environment for the young people to relax and enjoy time with their peers.

## What people told us

Before the inspection we sent care standard questionnaires to the manager to distribute to relatives of people supported by the service and received five completed. We also emailed three relatives and received three replies. All responses were very positive.

Comments included:

"Our daughter gets time to go out with other young people and get away from normal routine which stimulates her and teaches self-reliance and independence. We have received feedback in picture form, with videos which the family like to see her enjoying herself while she's away. She likes to see the photos when she gets back."

"Our son loves being out and about and enjoys walks in the local area and car trips further afield. He has also been able to go on respite with his workers giving the rest of the family much needed breaks. I can only describe the care workers as excellent and professional, always interested in our son and ready to raise any issues with us at an appropriate time. Basically we feel that he is in safe hands when out."

"My daughter uses Michael Tracey for respite and she very much enjoys the time she is with the project - the social activities, the fun, the break from her family and the reassurance she is given by their amazing staff."

"Our daughter has a wonderful time when she is with the service, and that means we are able to recharge our batteries, relax whilst she is with the project and spend quality time with our other daughter and our son. This means a lot to us all as a family but what means the most is knowing how well cared for our daughter is when she is with the project, how well respected she is and importantly how much fun she has."

"The manager is very caring, skilled and knowledgeable. She is very approachable, and I feel completely comfortable raising any concerns I may have. She is very respectful, she listens and values my opinions and those of our family. We have a very good working relationship and I respect her immensely."

## Self assessment

Services were not required to submit a self assessment for this year's inspection.

## From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of staffing	4 - Good
Quality of management and leadership	4 - Good

## Quality of care and support

### Findings from the inspection

Family carers of people who use this service spoke highly of the care and support their relative received and the staff providing it. Where there were health needs we heard that any concerns were promptly dealt with.

Good use of individual staff skills and experience had resulted in people being encouraged to try new activities and we heard of many examples of the positive difference this had made to their lives, such as increased confidence, maintaining friendships, a decrease in behaviours that could be challenging and improved health and wellbeing.

Families were very appreciative of the way the service kept them informed while their loved one was being supported. One carer told us, "We are kept very much up to date during the period she is away, via WhatsApp photographs and messages on how she's doing and what she's doing..... It is very reassuring and means we can relax knowing and seeing her so happy."

Carers we heard from were very happy with communication from the service and told us that the manager was very approachable and that they felt comfortable raising any concerns.

Overall, we found that support plans were person centred and included good detail on people's routines and individual preferences in consultation with family carers. There was a good range of relevant risk assessments. Regular reviews ensured that information was kept up to date. We discussed with the manager the need to develop plans further to focus on the desired outcome for the person from each activity. Reviews could then be outcomes-based and reflect on whether the person's care plan continued to support their needs. There was also scope to include questions about the quality of staff supporting the person and satisfaction with management of the service.

We discussed the need to further develop the accident/incident form, in order to record any action taken as a result of the accident or incident and who has been informed.  
(See Recommendation 1)

### Requirements

**Number of requirements:** 0

## Recommendations

### Number of recommendations: 1

1. The manager should ensure that accident/incident forms record the actions taken following an accident or incident and who has been informed.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that I experience high quality care and support because people have the necessary information and resources. (HSCS 4.27)

**Grade:** 4 - good

## Quality of staffing

### Findings from the inspection

Staff we heard from presented as motivated and committed to providing a service that truly benefitted the people they supported. They described excellent support from the manager and met regularly as a team to discuss ways to improve the service. They said they had regular one to one supervision with the manager and felt listened to and valued in their role.

Staff received good training opportunities including a range of healthcare training to meet the specific needs of the people they supported. Family carers we contacted told us that they felt confident in the staff's skills and abilities and very reassured that their relative would be cared for to the highest standard. One carer added, "Importantly they are also very easy to get along with, friendly and positive in their attitude towards my relative and the work they do."

It was good practice that when staff began working with a person they received an induction specific to that person as well as a period of shadowing. We would expect to see adult protection included in the initial training staff received. We note that the manager plans to include this in staff induction in the future. Staff also needed to have opportunities to learn about the Keys to Life, the Scottish Government strategy for learning disability, and to reflect on its relevance for the way they work. We discussed the need for the manager to develop a training plan to meet current and future staff training needs to keep them up to date with best practice to improve outcomes for people they support.

We looked at some staff files to assess recruitment practice and found it in general to be good. However we found that some information required to evidence best practice in safer recruitment was missing. We asked the manager to supply this evidence after the inspection but at the time of writing had not received it. Having this information in recruitment files would help to make decision more transparent when an issue has been highlighted.

(See Recommendation 1)

## Requirements

**Number of requirements:** 0

## Recommendations

### Number of recommendations: 1

1. The provider should improve how staff are recruited as described in 'Safer recruitment through better recruitment' (Care Inspectorate, SSSC, 2016) with particular reference to decision-making where there is an issue and checking the Scottish Social Services Council register.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that I am confident that people who support and care for me have been appropriately and safely recruited. (HSCS 4.24)

**Grade:** 4 - good

## Quality of management and leadership

### Findings from the inspection

The manager presented as very enthusiastic and motivated to provide a high quality service. Everything we heard about her from family carers and staff in terms of her approachability, knowledge and professionalism was extremely positive. We noted that she had begun leadership training.

This was a newly registered service and the manager had a good overview of it and had developed systems to monitor it to assure quality. She carried out regular audits of medication, finances and communications in daily logs and diaries. We noted improvements as a result such as plans for staff training around recording to ensure that entries in diaries were more reflective rather than just listing tasks completed. Because the manager also provided direct support she was able to regularly observe staff practice. Recording these observations would provide more evidence of how she ensured good quality in the service.

The development plan for the service gave an overview of how it planned to expand to support more young adults. One example of this was where The Michael Tracey Project had linked with another organisation to run a day club, the Hub Club, after identifying the need for a regular programme of activities and events that help people with disabilities to integrate with others in the local community.

While we could see that the manager was committed to developing the service further we discussed the need to make the service development plan continuous. It should show any actions planned to make the proposed development happen and take account of findings from this inspection as well as the views of people using the service, relatives and staff.

(Recommendation 1)

The manager needed to ensure that new staff registered with the Scottish Social Services Council (SSSC) within six months of being in post. Existing staff should register within the timescales set by the SSSC for this type of service. (Recommendation 2)

## Requirements

**Number of requirements:** 0

## Recommendations

### Number of recommendations: 2

1. The manager should develop a service improvement plan that is continuous and includes areas for improvement identified by the service as well as areas identified at this inspection. It should also take into consideration the views of people using the service and staff and be regularly reviewed and show when actions have been completed.

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

2. The manager should ensure that all staff register with the Scottish Social Services Council within the required timescales. This includes new staff who need to register within six months of taking up post.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes. (HSCS 3.14)

**Grade:** 4 - good

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

### Previous requirements

There are no outstanding requirements.

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

### Previous recommendations

There are no outstanding recommendations.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Enforcement

No enforcement action has been taken against this care service since the last inspection.

## Inspection and grading history

This service does not have any prior inspection history or grades.

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