

# Rainbow House Care Home Service

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**Type of inspection:**

Unannounced

**Completed on:**

19 June 2019

**Service provided by:**

Church of Scotland Trading as  
Crossreach

**Service provider number:**

SP2004005785

**Service no:**

CS2003000922

## About the service

Rainbow House is registered with the Care Inspectorate as a care home to provide a service to a maximum of 17 adults with drug and alcohol misuse problems. A detox service can be offered to no more than four people at any one time. The provider is Church of Scotland Trading as Crossreach.

The home is located in a residential area in the west end of Glasgow. Accommodation is provided over three levels, in a modern purpose-built building. All bedrooms are provided on a single basis and have en-suite toilet and shower facilities. The home has a kitchen/dining room, various rooms for use such as group/individual work, a computer room, a treatment room for any medical matters, a gym room and garden areas. The upper level of the home has self-contained flats for people to use as part of the programme stages.

Car parking is available at the front of the home, and there is also on road parking. Local transport and amenities can be easily accessed from the service.

The service information leaflet states that "Rainbow House is a substance misuse service providing residential rehabilitation, support and social care to help men and women recover from addiction and regain control of their lives. We believe that every individual matters, and that you can live a life free from addictive behaviours."

## What people told us

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

"The groups the staff take are great."

"They teach me how to deal with emotions and thoughts."

"Staff are fantastic in my opinion."

## 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 people living in the service, where staff were kind, compassionate and responsive to people's needs. This interaction showed that people had trust in the staff and they told us that they had excellent relationships with staff, volunteers and peer mentors. These relationships provided people with the confidence, motivation and self-belief needed to pursue their recovery and sustain it.

People should have the right to be involved in the development of the service they use. People told us that they felt they had a responsibility to ensure the service improved to meet their needs as well as the needs for future vulnerable people. This is done through several different forums such as feedback questionnaires, the service user involvement group, residents' meetings and satisfaction surveys. They had also been involved in assessing quality assurance standards. Issues such as mobile phones being confiscated during the first stage of the stay were discussed. People told us that although they didn't initially appreciate the reasons for this, they soon saw the benefits of having no distractions to the recovery journey. This is a restriction that they advocate for and remains part of the programme.

Although we found good participation and feedback from people living in the service, we advised the service that they should share this feedback with people after they had collated it to show that their opinions are used to improve service delivery.

People have the right to get the most out of life and at the service there is a 12-week programme that is designed to provide meaningful activity for people. This programme gives people the opportunity to reflect, learn, grow and develop the necessary skills to be successful in their recovery and to maintain it. It also provides people with the emotional resilience to rebuild/maintain or develop relationships. One person told us how they had come into the service broken and they are now ready to leave a different person who has rebuilt trust with their family. Another person told us how they no longer feel alone and have been given a whole new outlook in their life.

Following observing a group work session, we discussed how often the content of the group work had been reviewed and how it may be beneficial to look at modernising how it is delivered. This had already been recognised by the provider and they will be looking at this further. There was recognition that people have different ways of learning and this should be considered for people living in the service to get the most out of the experience.

We found that people had the choice to attend various recovery cafes, AA/NA meetings as well as church or chapel. People were accompanied to attend by peer mentors, reducing isolation and allowing people to build a positive network of support for when they are ready to move back into the community. The organisation has developed a 12-week volunteering course which people who are near the end of the recovery programme can access. This gives them opportunities to volunteer in the future, creating employability opportunities.

When sampling some files, we found that each person had identified three outcomes that they wished to achieve regarding their health whilst living in the service. Examples included, having a healthy diet, become more fit and to register with a G.P.

It was clear to see that the service was able to support people in these areas to achieve their goals. The service provides meals daily whilst in the stage A of the programme and people told us that the food was fantastic with healthy options. Cooking classes take place which gave people independence to cook for themselves when at stage B of the programme.

We found good positive links with health professionals, ensuring people's physical and mental wellbeing was cared for. The service also has a gym which people could use if they wished to keep fit as well as a walking group in the local park. People also had access to a masseur to help them relax and de-stress. People told us that having all this in place made them able to reach and achieve their goals.

## 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.

People 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 outcomes focused. People met with their support worker on a regular basis to discuss how they were progressing with their goals. We were able to see clear progress being made from one meeting to the next. We found that some plans were written in the first person however this wasn't consistent. 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 saw that people were heavily involved in reviewing their plans along with external agency support such as care managers. The details in the minutes of reviews were very good and they were written in the first person. People were able to identify what goals they were working towards; which ones had been achieved and what didn't work for them and how they wanted to change this. When reviewing the support plan, a graph was generated which clearly showed people their progress which gave them motivation to continue in their recovery journey. We found that not all review paperwork had been signed by the person whose review it was, we suggested the service take this forward.

## 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).

## 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	5 - Very Good
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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