

# Care service inspection report

## Monklands Women's Aid

### Housing Support Service

Airdrie

Type of inspection: Announced (Short Notice)

Inspection completed on: 27 March 2015



HAPPY TO TRANSLATE

# Contents

	Page No
Summary	3
1 About the service we inspected	4
2 How we inspected this service	5
3 The inspection	9
4 Other information	20
5 Summary of grades	21
6 Inspection and grading history	21

## **Service provided by:**

Monklands Women's Aid

## **Service provider number:**

SP2005007960

## **Care service number:**

CS2006137803

If you wish to contact the Care Inspectorate about this inspection report, please call us on 0345 600 9527 or email us at [enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

## Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

### We gave the service these grades

Quality of Care and Support	6	Excellent
Quality of Staffing	6	Excellent
Quality of Management and Leadership	6	Excellent

### What the service does well

Monklands Women's Aid is really good at supporting people to contribute to and positively influence the direction and quality of their care and support.

It helps service users to develop resilience, maintain independence, and achieve their potential.

### What the service could do better

Managers should continue to look for opportunities to make improvements to the service and build on the excellent standards found at this inspection.

### What the service has done since the last inspection

The service has continued to build on the very positive outcomes of the last inspection. They had made changes to the structure of the staff group in order to be more responsive to the needs of the women and children.

### Conclusion

This is an excellent quality service delivered by a motivated and well engaged staff group.

The service has continued to develop creative approaches to helping people to overcome the challenges they face, and to enhance their quality of life.

# 1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com)

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Monklands Women's Aid support service operates from a central office in Airdrie with outlying refuge accommodation for woman and children in the Airdrie and Coatbridge district.

The aims and objectives of this service as sated by the service are to "offer advice and support to woman and children who are suffering from domestic abuse whether it is mental, physical or sexual. Offering temporary accommodation when needed and to raise awareness of domestic abuse".

The service is used by women and their children. For clarity we will use the term 'service users' to describe the women who are using the service throughout this report.

Based on the findings of this inspection this service has been awarded the following grades:

**Quality of Care and Support - Grade 6 - Excellent**

**Quality of Staffing - Grade 6 - Excellent**

**Quality of Management and Leadership - Grade 6 - Excellent**

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website [www.careinspectorate.com](http://www.careinspectorate.com) or by calling us on 0345 600 9527 or visiting one of our offices.

## 2 How we inspected this service

### The level of inspection we carried out

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

### What we did during the inspection

We wrote this report following a short notice inspection that took place on 27 March 2015.

As requested by us, the provider of the service sent us an annual return. They also sent us a completed self assessment.

During this inspection we asked the service to show us evidence to support their self assessment. We looked at records including:-

- \* Service users support plans
- \* Staff meeting minutes
- \* Information leaflets
- \* Support group evaluation
- \* Training plan and training records
- \* Relevant policies and procedures
- \* Service Development plan

Before the inspection we sent the service fifteen Care Standard Questionnaires (CSQ's) to be given to the people who use the service so that they could give us their views. We received eleven completed questionnaires.

We visited one of the refuges where we spoke with two of the women who were using the service at the time of the inspection. We had discussion with three staff in the office, and one member of staff on the way to the refuge. We had discussion with Manager during the inspection. We issued ten questionnaires looking for the views of staff. We received six completed questionnaires

We took all of the above evidence into consideration when writing this report. We also took into account the Public Services Reform (Scotland) Act 2010 and associated Statutory Instruments, the National Care Standards - Housing Support Services and the Scottish Social Services Council (SSSC) Codes of Practice for Social Service Workers and Employers.

### **Grading the service against quality themes and statements**

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

### **Inspection Focus Areas (IFAs)**

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

### **Fire safety issues**

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at [www.firelawscotland.org](http://www.firelawscotland.org)

## **What the service has done to meet any recommendations we made at our last inspection**

There were no requirements of recommendations made at the last inspection.

## **The annual return**

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

**Annual Return Received:** Yes - Electronic

## **Comments on Self Assessment**

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

The Care Inspectorate received a completed self assessment document before the inspection as requested. The service identified what they were doing well and also their vision for the future. They identified ways that they could further improve their service.

## **Taking the views of people using the care service into account**

During the inspection we spoke individually with two service users, one in person and one on the phone. Both of the service users we spoke with were very happy with the service provided by Monklands Women's Aid.

Comments included:

"My carer is fantastic, I don't know what I would do without her"

"It's a wonderful service"

"I can go to the office if I need anything and there is always someone there"

"It would be good to be able to have a phone in refuge, but I understand why that can't be"

In addition, we received eleven Care Standard Questionnaires.

In response to the statement, 'Overall, I am happy with the quality of care and support this service gives me'. Nine women strongly agreed and two agreed.

Comments written in the Care standard Questionnaires included:

"Couldn't do enough to help me and my family"

"Very good and helpful service from staff"

"Very friendly and efficient service"

"From day one I have had lots of support from staff"

"This service provides fantastic support. Staff are professional, helpful and also respect confidentiality"

"Brilliant service and staff - helped with everything"

"Helped so much"

"Support has been beneficial to myself. Well enjoy outreach group"

"I cannot thank the staff and service enough. I love the group and it has been really helpful".

### **Taking carers' views into account**

Carers include parents, guardians, relatives, friends and advocates. They do not include care staff.

Not applicable.



## 3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

### Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 6 - Excellent

#### Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

#### Service strengths

We found that the service continued to operate to an excellent standard in relation to this Quality Theme.

We concluded this after talking to service users, staff and looking at documents.

Evidence to support this included:

\* The service has a written participation strategy which identifies how they will consult with the people who use the service and demonstrates their commitment to making changes based on the views of women and their children. We saw that consultation is embedded in everything that happens at the service and women and children know that their views are important.

\* Service users were central to the development of their support plans. They were written to identify what their strengths and support needs were and identified support tailored to meet their individual needs. This very individualised approach to support planning helped to ensure that people were able to directly influence the quality of the care and support they received.

\* The support plans we looked at showed that support was offered sensitively, at the person's pace, and respected their views. Staff built confidence with service users so that they were able to make some important changes in their lives. We saw that there had been some very positive outcomes for women as a result of the support, including improved self esteem and improved ability to manage finances.

\* As well as placing a high value on participation in individual support planning, the organisation also involved people in developing and improving the service as a whole. For example, some of the families who used the service had been involved in drawing up a pen picture of the "ideal worker" which was used during the recruitment and selection of staff.

\* A handbook told women what they could expect from the service and what the service expected from them. The booklet invited women to speak out and told them about the systems they could use to get their views heard.

\* A comprehensive website provides information about Monklands Women's Aid. The website includes helpful information about the services they offer, how to access these services and advice about domestic abuse. Service users had been proactive in producing material for the website including videos produced by the children. The site invited views and provided contact details.

\* The service complaints and suggestions system provided an additional opportunity for women and children to present their views. The manager told us they had not received any complaints.

In summary, we found very good evidence to demonstrate the strong commitment of the service to supporting people to participate meaningfully in the development of their own support plans, and to contribute to the improvement of the wider service. We also found very good evidence to show that the service's approach to participation had a positive impact on the experience of women and children, and positively influenced wider development of the service.

Replies to the 'Care Standard Questionnaire' showed that eight women strongly agreed and three agreed with the statements:

'My need and preferences have been detailed in the personal plan'.

'The service asks for my opinions about how it can improve'.

Nine women strongly agreed and two agreed with the statement:

'The service checks with me regularly that they are meeting my needs'.

### **Areas for improvement**

The service should continue to build on the excellent standard shown at this inspection.

**Grade awarded for this statement:** 6 - Excellent

**Number of requirements:** 0

**Number of recommendations:** 0

## Statement 3

We ensure that service users' health and wellbeing needs are met.

### Service strengths

At this inspection, we found that the performance of the service was excellent in relation to this statement. The service met the health and welfare needs of service users very effectively.

We concluded this after talking to service users, staff and looking at relevant documents. Evidence to support this included:

- \* Detailed assessment information informed support plans, including healthcare. Staff were creative in finding ways to promote positive health and help service users achieve potential and a positive quality of life.

- \* Support plans evidenced that staff were very aware of the health and wellbeing needs of the service users and worked with them to support them in establishing relationships, building self esteem and achieving a healthy lifestyle.

- \* We saw that children's support plans were following the Getting It Right For Every Child (GIRFEC) model and that staff were using the language and processes in line with GIRFEC. GIRFEC is a nationwide strategy introduced by the Scottish Government to standardise the way that services record the work they are doing with children and children.

- \* The service offered holistic support to women and children, helping to improve their capacity to deal effectively with the many and varied challenges they faced. This individualised approach meant that support was offered in a way which suited women's individual circumstances. For example, accessing benefits and applying for tenancies as well as practical help to access resources for children and access to relevant external services. The service demonstrated that it worked very effectively with women and children to promote their independence and develop coping strategies.

- \* Risk assessments were made using a recognised tool and based on national guidance. The risk assessments were completed regularly to identify changes and alert staff to further risk. The risk assessment identified what action should be taken in order to keep women and children safe.

- \* Each service user had an occupancy agreement which very clearly set out expectations of people who live in refuge and provided a legal basis for tenancy.

\* Through the recordings we saw evidence of regular multiagency working and how this promoted support and options for the service users.

\* The service encouraged women to use peer support and organised groups sessions to consider topics such as healthy choices, budgeting and parenting ideas.

\* During the inspection staff were seen to be caring and supportive to the women they were working with and we saw that they had built good relationships. The staff continued to update their knowledge and understanding of the challenges facing women and children suffering from domestic abuse.

Replies to the 'Care Standard Questionnaire' showed that all eleven of women who responded agreed with the statement:

'I have a personal plan or support plan which contains information about my support needs'

Nine women strongly agreed and two agreed with the statement:

'Staff treat me with respect'.

### **Areas for improvement**

The service expressed commitment to continuing to support service users' health and wellbeing needs.

**Grade awarded for this statement:** 6 - Excellent

**Number of requirements:** 0

**Number of recommendations:** 0

## **Quality Theme 3: Quality of Staffing**

Grade awarded for this theme: 6 - Excellent

### **Statement 1**

We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

### **Service strengths**

Evidence found in Quality of Care and Support, Statement 1, also applies to this statement.

### **Areas for improvement**

Evidence in Quality of Care and Support, Statement 1 also applies to this statement.

**Grade awarded for this statement:** 6 - Excellent

**Number of requirements:** 0

**Number of recommendations:** 0

## Statement 3

We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

### Service strengths

At this inspection we found that the service continued to achieve an excellent standard in relation to this quality statement. Evidence to support this included:

- \* Minimal changes to the staff group provided consistency to carry forward the positive culture of the service. Changes to the structure of the staff group meant that staff could be more responsive to the needs of the women and children.
- \* We found that all staff were qualified to meet the registration requirements of the Scottish Social Services Council (SSSC) and were aware of their Codes of Practice. The SSSC are the body who regulate care staff and decide the level of qualification for each post.
- \* The service had carried out a training needs analysis to find out what further training staff need in order to support women effectively. We saw that staff had access to training opportunities such as HNC, SVQ, as well as courses specific to working with women suffering from domestic abuse. The children's workers held a relevant childcare qualification and attended further training such as play therapy.
- \* The staff team met regularly to share their experiences and knowledge with each other and discuss current practice issues.
- \* Staff had regular supervision with their manager which provided an opportunity to discuss their work, any issues that had arisen, any feedback from women and children and ideas for development. We saw that appraisals were happening annually. This provided an opportunity to reflect on training events attended over the past year and how this had impacted on practice.
- \* Staff members were involved in raising the awareness of domestic abuse and the support that is available. Staff presented information in schools and to other agencies such as social work teams, housing and health colleagues. They also worked alongside the Police developing a partnership agreement for multiagency working.
- \* We saw that the staff were motivated and enthusiastic in their work and committed to providing the best service to the women and their children.

Replies to the 'Care Standard Questionnaire' showed that nine women strongly agreed and two agreed with the statement:

'I am confident that staff have the skills to support me'.

Replies to the staff questionnaires' showed that three staff strongly agreed and three agreed with the statement:

'I have regular supervision with my manager'

Five staff strongly agreed and one agreed with the statement:

'I am confident I have the skills to support people using the service'

### **Areas for improvement**

The service should continue to build on the excellent standard found at this inspection. They identified in their self assessment that they would continue to look for funding to offer training opportunities for staff.

**Grade awarded for this statement:** 6 - Excellent

**Number of requirements:** 0

**Number of recommendations:** 0



## **Quality Theme 4: Quality of Management and Leadership**

Grade awarded for this theme: 6 - Excellent

### **Statement 1**

We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.

### **Service strengths**

Evidence found in Quality of Care and Support, Statement 1, also applies to this statement.

### **Areas for improvement**

Evidence in Quality of Care and Support, Statement 1 also applies to this statement.

**Grade awarded for this statement:** 6 - Excellent

**Number of requirements:** 0

**Number of recommendations:** 0

## Statement 4

We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide

### Service strengths

We found that this service had some very effective systems in place for monitoring and improving the service, taking into account the views of service users, staff and other stakeholders and continued to operate to an excellent standard.

In Quality Theme 1 Statement 1 we identified a range of ways that the service involved service users in passing on their views. Other people who were involved in the service are known as stakeholders. These include staff and other professionals.

We found evidence of many strengths to support this statement, such as:

- \* The service is affiliated to Women's Aid Scotland and had achieved accreditation for National Service Standards. They were due to be reaccredited within this coming year
- \* The manager reported in accordance with the funding local authority's requirements. This meant that funding authorities had an overview of how their funds were spent and could evaluate if they were receiving the service they needed.
- \* A service development plan detailed the direction of the service and provided service users and stakeholders with an overview of the vision for future developments.
- \* The manager directly monitored staff practice and gave them feedback about their performance. This helped staff to consider where they could make improvements to their practice and recognise when they did good work.
- \* Audits of case files were carried out to ensure that care plans were completed, relevant and up to date.
- \* Staff members were encouraged to take on responsibility and individual skills and expertise were used to inform practice and increase the knowledge of the whole staff group.
- \* The service had an active Board of Directors who met to oversee the operations. Members of the Board had carried out recent training on director responsibilities and about domestic abuse which helped them fulfil their duties.

\* Staff were consulted through staff meetings and supervision.

\* The service had a complaints system which was known to service users. We found evidence that complaints were taken seriously, that they were recorded, along with the resolution and action taken.

\* We found staff to be a very well supported team, they described being treated with respect and described the manager as being very supportive.

\* The service made appropriate notifications to the Care Inspectorate.

All of this provided evidence that the service actively carried out audits to ensure they are doing a good job.

### **Areas for improvement**

The service expressed commitment to continued assessment and audit. The service should continue to build upon the excellent standard shown at this inspection.

**Grade awarded for this statement:** 6 - Excellent

**Number of requirements:** 0

**Number of recommendations:** 0

## 4 Other information

### Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

### Enforcements

We have taken no enforcement action against this care service since the last inspection.

### Additional Information

### Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in the Care Inspectorate re-grading a Quality Statement within the Quality of Management and Leadership Theme (or for childminders, Quality of Staffing Theme) as unsatisfactory (1). This will result in the Quality Theme being re-graded as unsatisfactory (1).

## 5 Summary of grades

<b>Quality of Care and Support - 6 - Excellent</b>	
Statement 1	6 - Excellent
Statement 3	6 - Excellent
<b>Quality of Staffing - 6 - Excellent</b>	
Statement 1	6 - Excellent
Statement 3	6 - Excellent
<b>Quality of Management and Leadership - 6 - Excellent</b>	
Statement 1	6 - Excellent
Statement 4	6 - Excellent

## 6 Inspection and grading history

Date	Type	Gradings
6 Jan 2014	Announced (Short Notice)	Care and support 6 - Excellent Staffing 6 - Excellent Management and Leadership 6 - Excellent
8 Nov 2011	Unannounced	Care and support 5 - Very Good Staffing 5 - Very Good Management and Leadership 4 - Good
27 Oct 2008	Announced	Care and support 4 - Good Staffing 4 - Good Management and Leadership 4 - Good

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.

### To find out more about our inspections and inspection reports

Read our leaflet 'How we inspect'. You can download it from our website or ask us to send you a copy by telephoning us on 0345 600 9527.

This inspection report is published by the Care Inspectorate. You can get more copies of this report and others by downloading it from our website: [www.careinspectorate.com](http://www.careinspectorate.com) or by telephoning 0345 600 9527.

### Translations and alternative formats

This inspection report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

ہے بایتسرد می م وونابز رگی دی روا ولکش رگی دی رپ شرازگ تعاشا ہی

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

ی.رخأ تاغل بو تا قیسن تب بل طلا دن ع رفاو تم روشنم الا اذه

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.

Telephone: 0345 600 9527

Email: [enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

Web: [www.careinspectorate.com](http://www.careinspectorate.com)