

# Bethany Christian Trust Centre Housing Support Service

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Edinburgh  
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Telephone: 0131 454 3125

Type of inspection: Unannounced  
Inspection completed on: 2 March 2017

**Service provided by:**  
Bethany Christian Trust

**Service provider number:**  
SP2004006608

**Care service number:**  
CS2004071983

## About the service

Bethany Christian Trust Centre is registered to provide a housing support service for men between seventeen and seventy. People using the service have or have experienced difficulties with substance misuse. The accommodation consists of three shared and eleven single rooms in one building in Edinburgh.

The centre aims to 'assist individuals in their recovery from an addictive lifestyle, through a supported residential community'. It is a condition of using the service that individuals want to address their addiction issues and adopt an alcohol and drug free lifestyle.

The service is a recovery unit which provides temporary accommodation to homeless people who are committed to recovery. There are currently 15 residents and 14 staff. Two new residents will be joining the service in the near future. The staff provide housing support and there is an addiction worker who does one to one work. There are also groups that support service users to develop life skills and social skills. The support involved three phases. There is an initial settling in phase followed by fifteen weeks of life skills, addiction work and optional faith-based work. The final phase covers transitional skills, budgeting and preparing for work.

The maximum stay is two years but the average stay is five months. The service does not do detox. The service accepts people from all around Scotland. There are single rooms and shared rooms. There is a recreation programme, access to work and training. Referrals come from a range of sources including social work and family members. The service users have mental and physical health issues so there is regular contact with other professionals such as CPNs.

## What people told us

We spoke with several people who use service during the inspection.

They told us the following:

'Bethany is really special; it will always have a place in my heart.'

'The spiritual aspect of the house is enough to help you stand firm and stay strong.'

'Everything is provided for me here, I want for nothing.'

'I have a good relationship with all staff and I think they are here for the right reasons.'

'Staff are very competent in what they do.'

'Staff just don't have a duty of care, they do care.'

'Staff truly change people's lives because they changed my life.'

'I believe the staff at Bethany are doing an excellent job in managing and deploying their service.'

'Ever since I moved here I have been treated as a human being and not as a drug addict or a waste of space.'

'There are some very good staff who are very supportive but there are a couple of other staff who seem quite selective in who they support.'

'I feel valued, safe, comforted, encouraged, and equipped.'

## Self assessment

We received a fully completed self-assessment document from the manager. The manager identified areas they thought they did well, some areas for development and any changes planned.

## From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of staffing	not assessed
Quality of management and leadership	5 - Very Good

## What the service does well

The Bethany Christian Trust Centre supported people to achieve positive outcomes so they could move on to live in their own tenancy in the community. People were supported to address their addiction issues, develop their life skills and improve their overall health to support the transition. There were a wide range of activities that people could take part in. We saw several examples of people moving successfully to their own tenancy. Most people we met spoke very highly of the service.

Participation was another strength of the service. People had numerous opportunities to put forward their views on the service provided and contribute to its future development. For example, people were involved in the recruitment of staff and were also involved in organising their own forum.

There was a dedicated and professional staff team. The service users we spoke with told us that they had positive relationships with staff. Staff told us that there was a supportive team environment and they felt well supported by their manager. The staff were very positive about working in the service and had a strong commitment to its ethos.

There were very good quality assurance processes in place which ensured that high standards were maintained.

## What the service could do better

There were some areas where the service could make improvements.

Although support planning was outcomes focussed, this could be improved further. The outcomes could have more focus on what the person wants from the service emotionally as well practically. Some of the outcomes stated were also outputs. The service should consider doing some further staff training on outcomes.

Supervision could also be improved. Not everyone had received regular supervision in line with the service's policy. The manager had recognised this and a calendar for this year's staff supervision had been put in place. Progress with this will be followed up at the next inspection. Staff reflection could also be more structured around the Scottish Social Services Council (SSSC) Codes of Practice and Steps into Leadership guidance. This would support staff development. There also needs to be more evidence of 360 degree feedback in supervision and PRDs (Performance Review and Development).

The service should also demonstrate that Adult Support and Protection guidelines were considered when certain incidents take place. There also needs to be more staff reflection in relation to incidents. The service should also ensure that incidents are reported timeously.

Some of the service's policies could be improved and a recommendation has been made in relation to this.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 4

1. The service should consider providing further outcomes training for staff.

National Care Standards, Housing support services, Standard 3, Management and staffing.

2. Staff should receive supervision in line with the service's policy. There should be more evidence of staff reflection in relation to the SSSC Codes of Practice and Steps into Leadership. Feedback from people using the service and other staff should feed into supervision and PRDs.

National Care Standards, Housing support services, Standard 3, Management and staffing.

3. The service should ensure that Adult Support and Protection is considered when an incident takes place. The timescale for reporting incidents should also meet the Care Inspectorate reporting guidelines.

National Care Standards, Housing support services, Standard 3, Management and staffing.

4. Child protection policy should have more detail on how to recognise abuse. The Restraint policy should emphasise the importance of a multidisciplinary approach. The service should develop a human rights policy.

National Care Standards, Housing support services, Standard 3, Management and staffing.

## 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).

## Inspection and grading history

Date	Type	Gradings	
25 Feb 2015	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
24 Mar 2014	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
16 Feb 2012	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
30 Jun 2008	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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