

Gowrie Care Limited - Resettlement Project Housing Support Service

2 Dryden Street
Edinburgh
EH7 4PT

Telephone: 0131 554 5053

Type of inspection: Unannounced
Inspection completed on: 27 April 2017

Service provided by:
Gowrie Care Ltd

Service provider number:
SP2003000083

Care service number:
CS2004061968

About the service

Gowrie Care Ltd- Resettlement Service provides a temporary supported accommodation service to adults who are or are at risk of homelessness. Support is provided by the one team that works across three bases (Dryden Street, Gilmours Close and Mayfield Road) in Edinburgh.

The team support people in their own (temporary) flats that are located beside or near the staff offices. People who use the service have a range of support needs such as assisting people with harm reduction, mental health, boundaries, offending behaviours, past trauma and learning/ re-learning practical skills to manage a tenancy.

The service works Mon- Thurs 9am-5pm and Fri 9am-4pm. Weekend working can be put in place as and when assessed as required. There is a Concierge service at Gilmours Close who works 9pm-8am that monitors the CCTV.

There is an on call service that is provided for an emergency response, all the flats are fitted with Hanover Telecare care call units.

The aims and objectives of the service are "We provide a high quality, person centred housing support service to individuals who have a history of homelessness, trauma, and additional issues such as learning difficulties, mental health, addictions etc.

We support individuals to become sufficiently self reliant and resourceful so that they are able to sustain independent living and have the confidence and ability to integrate into their local community"

What people told us

We considered information from direct discussion with four service users and the responses to the Quality Assurance Questionnaires issued by the Care Inspectorate as part of our pre-inspection information gathering.

The service users we spoke with were unanimously positive about the service they received, particularly praising the quality of the staff at the Gowrie Resettlement Project. People told us that staff had the skills to provide effective interventions and that they valued their support.

One person said that they would like staff to have a presence over the weekend. At present there are staff on site Monday-Friday, with out of hours support provided through an on-call telephone response service.

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 service's self assessment identified areas they thought they did well, some areas for development and any changes they planned.

The self assessment was completed to a good standard with relevant information under each statement to describe the service's strengths. We also saw from the self assessment that the service consulted with and took into account the views of staff and service users.

From this inspection we graded this service as:

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

What the service does well

Gowrie Resettlement Project offered an excellent level of flexible and person-centred support to the people they work with. This included supporting people with a past history of homelessness to maintain a short term tenancy, develop independent living skills and to successfully move on to permanent accommodation.

Other people were empowered to engage with resources, accessing a range of services that were essential to achieving positive health outcomes. We recognised that the person-centred basis of support, and the quality of the staff involved in it's delivery, was crucial in facilitating this, particularly in respect of individuals with a past history of poor or non-engagement with services.

In general, there were well established working relationships with a wide range of services based in the local community, as well as agencies and partnership services from health and social care.

The staff team were generally very well trained in issues related to their work. People using the service told us that staff were dedicated, knowledgeable and able to use their skills in order to provide effective support. The staff we spoke with were all clearly committed to providing a very good service. They understood the provider's core values and those associated with overarching best practice principals.

Staff all spoke with knowledge and insight about their work and the needs of the people they supported. We observed some staff -service user interactions, noting that staff were able to effectively employ their skills whilst engaging with the people they worked for.

Since the time of our last inspection, the project has a new registered manager. They have progressed the key areas for development we outlined at the last inspection. Staff told us that they felt supported in their work by the new management team, which includes a new assistant manager and several senior support practitioners. Service users advised us that the manager was a visible presence in the various project locations and that they were responsive and approachable.

There were some very good systems in place through which the service was able to obtain the views of the people they work for. These extended to the facilitation of service user involvement in service development, staff recruitment and staff appraisal/supervision processes. These are developments which we outlined in our previous inspection report and we saw that the service had made substantial progress, integrating service user participation in a range of quality assurance processes.

What the service could do better

Service reviews should seek to place a greater focus on capturing people's views on the quality of the staff who work with them. The service should also develop their use of support planning documentation, ensuring consistency in staff approaches to using the Outcomes Star.

We asked that the service consider the way they document the support agreement with the people they work for. This should reflect best practice guidance from the National Care Standard and detail times and duration of scheduled support.

Since the time of the last inspection, the service have introduced the emergency anti-opiate rescue medication, Naloxone, into the service. We have asked the service to develop a specific policy and procedure which ensures that staff are clearly guided as to when to use this medication. This will help ensure that staff understand their role and remit in event of any emergency intervention.

When we considered staff training, we observed there was some inconsistency in the uptake of training and refresher training. The provider should consider developing a service specific training schedule which includes mandatory training around drugs, alcohol, mental health, suicide prevention and adult support and protection. Although staff had completed a wide range of training relevant to their work. We saw some gaps in the uptake of refresher training and in some training records, we felt there could have been a greater emphasis on learning around key elements of the services support remit.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Inspection and grading history

Date	Type	Gradings	
27 Aug 2015	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
13 Jun 2013	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
26 Apr 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
4 Dec 2008	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	4 - Good

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