care inspectorate

Gowrie Care Limited - Supported Accommodation Project
Housing Support Service

1 St John's Hill
The Pleasance
Edinburgh
EH8 9TS

Telephone: 0131-557-5502

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Service provided by:
Gowrie Care Ltd

Service provider number:
SP2003000083

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CS2004061961

HAPPY TO TRANSLATE

About the service

Gowrie Care Ltd Supported Accommodation provides housing support service to people who are homeless living in temporary accommodation. The service supports up to eleven women living in their own bedsits at "Lauriston in Leith" and up to twenty-one people living in shared flats at St John's Hill in Edinburgh.

People the service supports have experienced a range of complex issues in their lives. The service provides people with the support they need and want to be able to move on to and sustain more permanent accommodation. When we visited "Lauriston" the service had recently moved location to Leith and 9 women were living there. Twenty-one people were living at St John's Hill.

The team have agreed their aims and objective are;

- To provide a housing support service that is right for you.
- To promote positive lifestyle choices and independent living.
- To work in partnership with outside agencies.

Everyone has signed up to these aims and objectives.

What people told us

Twelve people the service was supporting returned care standard questionnaires to us. Eight strongly agreed and four agreed they were happy with the support they got from the service. Comments included;

"I feel safe in my accommodation and the staff are very helpful with my ongoing support and respect my privacy."
"I have received excellent support from my workers (names). They helped me massively with my support needs along with all the other workers and management (names)."

We met five women at "Lauriston in Leith", one individually and three at a coffee morning, where we were joined by another woman who was moving in. One woman told us she was happy with the service. She was finding support helpful in getting permanent housing and making decisions about her future. The three women at the coffee morning were very positive about the service and the difference it has made for them. They said staff are excellent, working flexibly with them on things they want support with. When the woman moving in joined us, they were very positive about what she could expect from support. They had a discussion about the "rules", which they thought were firm but fair and everyone could understand why certain rules were in place. All of the women really liked the bedsits. They appreciated having more privacy in their own space with ensuite shower and toilet. Those who had moved to the new accommodation said this had been a really positive move.

We met people at a "Gardening Party" that had been organised for people to get involved in tidying up the outside space at St John's Hill. Everyone was very positive about the service, particularly staff and the way they worked with them. They said they were very knowledgeable, get onside with them and were very respectful. Everyone was positive about how they are moving on, making positive changes in their life and optimistic for their futures.

One person said there had been a number of agency staff covering night shifts. They weren't familiar with his situation and therefore not always confident about how to support him, if he had a mental health crisis during the night. That meant he didn't always feel it would be helpful to go and talk to them, which left him on his own at difficult times.

A similar situation was reflected in comments in one person's questionnaire, "Support is varied, some staff are more approachable and some are not, which I find does not help when I need to talk to someone and it is not an approachable member of staff". The managers felt the issue with night-time staff was being addressed as they now had regular staff on these shifts. They listened to the comments and would be mindful when observing staff's interaction.

Self assessment

We are not asking services to submit a self-assessment for this inspection year. Instead, we will ask services for their improvement or development plan and discuss any improvements they may have made, or intend to make since the last inspection.

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	6 - Excellent

What the service does well

Most people the service supported achieved positive outcomes, a significant achievement given people had experienced a range of complex issues in their lives. Their mental and physical health improved, they reduced their alcohol and/or drug use, their financial situation improved, they found worthwhile things to do and moved to a more permanent home. Staff used the "Outcomes Star" very well to help people decide what changes they needed and wanted to make, what they could do to make those changes and what support they needed. People felt in control as a result.

People felt very confident in staff supporting them. They found them knowledgeable, experienced, approachable and respectful. Staff were excellent at getting alongside people and were very good at judging the level of support needed, to help people make changes and use other services. They had knowledge of and relationships with a wide range of other useful services. Staff were aware of people's rights and confident about advocating on their behalf.

People benefited from experienced managers who showed strong leadership. They'd built a confident team who worked well together. Staff felt valued, listened to and well supported. They had interesting and relevant learning opportunities and had opportunities to take part in reflective discussions with a clinical psychologist and in group supervision. They were encouraged to lead and take responsibility in their key work role, in various aspects of service delivery and in developing areas of expertise to share with the team.

People were involved in developing the service. As well as using feedback questionnaires, the service used coffee mornings and other social events to engage with people and hear their view about the service. People the service supports were involved in selecting staff, reviewing new staff's probationary period and reviewing staff's performance annually. People felt their views were listened to and acted on.

The service was always working to improve, using quality audits well. They'd;

- Worked together to develop an improvement plan, with everyone taking responsibility in leading areas for improvement
- Developed the move in guidance to make staff responsibilities clear, making sure people were welcomed and involved right from the start
- Developed moving on planning to make sure people were well supported when leaving.

What the service could do better

The service's information booklet was called "Management Rules". They recognised that "rules" didn't communicate the relationship they wanted to have with people. They planned to review this with people the service supports. This could include a review of the "warnings procedures" to better reflect how they support people to make positive behaviour changes, helping them maintain their accommodation now and in future.

The managers intend to make better use of the Outcomes Star management reports to highlight what the service is doing well and what they can improve on. They were knowledgeable about psychologically informed environments for people who are homeless. They could use the five key areas more formally as a framework to review what they are doing well and what they could do better. People would see how their service is continuing to improve.

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	
23 Feb 2016	Announced (short notice)	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 6 - Excellent 6 - Excellent
20 Feb 2014	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 6 - Excellent 6 - Excellent
7 Dec 2011	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed 5 - Very good
22 Jan 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 4 - Good

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