

Glasgow Simon Community - Housing Support Branch Housing Support Service

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Type of inspection: Unannounced
Inspection completed on: 30 October 2017

Service provided by:
Simon Community Scotland

Service provider number:
SP2003000169

Care service number:
CS2003054036

About the service

Glasgow Simon Community - Housing Support Branch is run by the Glasgow Simon Community (GSC), a voluntary organisation which offers housing support services to adults who are, or are at risk of, being homeless. The service offers accommodation and support in different settings to reflect the differing needs, gender and preferences of the people the GSC supports.

The branch is made up of four services:

Tollcross Service (Men only)
Govanhill Service (Women only)
Parkhead Service. (Women only)
Kent Road Service (Women only)

The provider places a strong emphasis on empowering and enabling people to take control of their life situation. Staff members provide support with other issues such as budgeting, cooking, addiction and mental health problems and securing future accommodation.

This service was registered with the Care Inspectorate on 1 April 2011.

What people told us

People gave us positive feedback about the service, confirming that their rights to choice and independence were promoted. They described a person centred approach and could give examples of how their life had improved as a result staff support, for instance, in building confidence and alcohol reduction.

Comments included,

"Been off the drink for 7 weeks"
"Feel safe"
"Feel valued like the Queen"

Self assessment

The service did not require to submit a self-assessment as part of this inspection process.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of staffing	4 - Good
Quality of management and leadership	not assessed

What the service does well

We observed staff engaging with people in a way that was non-judgemental, inclusive, and accepting of the person's uniqueness despite often complex and chaotic lifestyles. Consequently, people told us that they felt valued and treated with respect.

Staff and managers showed good insight into the individual's situation. Staff were to be commended for their resilience and not giving up on people.

People had various opportunities to give feedback about their support plans and the service received. We gained the impression that they felt their views mattered.

We found a strong focus on the promotion of health and wellbeing. This included breast cancer awareness and complementary therapy events. We spoke with a Social Work Services Commissioning Officer who noted that staff were good at linking people into other services and housing opportunities. These initiatives meant that people were better supported to make informed choices about how they lived their life.

The service was continually looking to find appropriate ways to help people make changes in their lives, behaviours and choices, such as reducing alcohol and substance abuse. For example, the organisation was investing heavily in Psychologically Informed Environments (PIE), an approach designed to address identified emotional or psychological issues amongst the homeless community. A volunteer programme was also looking at how volunteers could help to support people who are homeless. Consequently, people benefited from an organisation that continually sought to be innovative and promote good practice.

We could see that staff were given opportunities to develop their understanding and work practice so that they could improve the way they supported people. For instance, staff had opportunity to take on lead roles both within their service and within the organisation through working groups and pilot programmes. Managers were also in the process of developing service improvement plans reflecting their determination to address current issues facing the service and the organisation.

What the service could do better

Staffing difficulties at Govanhill featured prominently during this inspection indicating a staff team that was not functioning well. Issues included,

- short staffing/high staff turnover with reliance on relief staff
- training and skill deficiencies
- inadequate induction processes for new staff
- team divisions marked by poor morale and distrust and lack of confidence in management.

Some staff did not feel confident when it came to reporting issues. This reticence could have a potential impact on adult protection and keeping people safe. It was also reported how continuity of care was affected as frequent staff changes meant that people found it harder to develop trusting relationships.

We noted that senior management were well aware of the issues facing the Govanhill site and could outline to us how they planned to address these matters. Our evaluation has borne in mind this capacity to improve. Going forward, we will look at assess how well the service is sustaining progress.

We reminded managers about the importance of informing us about notifiable events, such as adult protection matters and staff misconduct allegations.

We continued to find varying standards in the writing of support plans, as noted at the last inspection. Support plans were not always written in a way that measured the person's planned outcomes or promoted strengths and achievements. However, we acknowledged that the PIE framework, referred to earlier in this report, would support staff in addressing these issues once fully embedded into the culture of the service.

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
8 Oct 2015	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
22 Aug 2013	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 4 - Good
31 Aug 2011	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good

Date	Type	Gradings	
21 Sep 2010	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
3 Jun 2008	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good

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