

## Positive Steps (East) Housing Support Service

Upper East Wing  
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Dundee  
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Telephone: 01382 561822

Type of inspection: Unannounced  
Inspection completed on: 13 December 2017

**Service provided by:**  
The Positive Steps Partnership

**Service provider number:**  
SP2004005448

**Care service number:**  
CS2004066917

## About the service

Positive Steps (East) operates within the city of Dundee and provides assistance to vulnerable adults to help them obtain and manage their own tenancies. The service's normal operational hours are between 9:00am and 5:00pm, however due to the changing needs of service users can also access support out with these times. This service is a registered charity.

## What people told us

We sent 30 Care Standards Questionnaires out to people who used this service and also to staff; and 11 were returned to us. During the course of our inspection we spoke to people who used the service; staff and managers. The following comments are representative of what people told us. People using the service:

'Its a great service'

'I can do so much more now than I could before'

'They help me to manage my money, and to budget, I am much better at doing this now'

'We have a laugh together, they are all great, and I look forward to them coming'.

'They are very flexible, if something changes and I need more urgent help, they sort things out so that someone will come when I need it'.

'I can't fault them, I don't know what I would have done without them, I was in a terrible mess before they came.

'I'm happy'

'I am confident in opening up to workers, they keep me on the straight and narrow'

'Excellent support from service'

'I am very grateful to my support workers; I feel comfortable talking to them about any issues'

'My support worker she's always good to me'

Staff told us:

'I love my job, the people that we work with are fantastic'.

'Its a good job, we have a really good team'.

'We get plenty of support, I can see my line manager whenever I need to'

'I like my job, but there are no promotion opportunities, there are no senior roles for me unless someone leaves'

'I have sporadic supervision which isn't planned very well'

'I can't say I have always felt safe at work'

'My team leader is always approachable and supportive'

'I feel that some ways of practice are not consistent'

'We are supported to access training of interest if we can demonstrate it will be helpful'

'There is a really good atmosphere in the office, we support one another'.

'It can be quite stressful, especially if we are short-staffed, but we always help one another out'

## Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection. We looked at their own improvement plan and quality assurance paperwork. These demonstrated their priorities for development and how they were monitoring of the quality of the provision within the service.

## From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of staffing	not assessed
Quality of management and leadership	3 - Adequate

## What the service does well

People who used this service told us that they thought the service was very good; for example people told us: 'the staff go above and beyond', and 'I don't think I would be alive today, if I hadn't got this service when I did'. One person, who was soon to be moving on from the service told us: 'I am going to be discharged from the service soon, they have really helped me to be independent, and I know I could pick up the phone if I needed them'.

All the people that we spoke to expressed that they were very happy with the service that they received, and had supportive relationships with the staff that they worked with. We heard that staff frequently went, 'above and beyond', and did more than they were required to do in the support they provided.

We were pleased to see that the service offered an annual conference for people who used this service, which was being held at the time of our inspection. This was used to give advice and information about resources and support available in the wider community, as well as offering opportunities for people to meet up and feedback about the service.

We saw that people were supported to access their local community in a variety of ways, and people were encouraged to try new activities. One person told us; 'I go to college now, and am doing a computer course', another told us, 'we have opportunities to try things we would never have thought about doing before, I have tried snowboarding and motorbike riding'.

Support plans were clear and described the support for each individual. We saw that risk assessments were well laid out and clearly described any issues or concerns that staff needed to be aware of.

We found that the staff were enthusiastic and committed to the service, and worked hard to ensure that identified outcomes were achieved. People using the service and staff told us that the service was flexible, and able to work with what people wanted, and felt able to do.

Staff told us that they felt supported by senior staff, and could access managers if they needed to out with supervision times. Staff told us that the training equipped them to do their jobs, and that managers supported them to source additional training where necessary, in order to meet individuals identified outcomes. We were pleased to see evidence of this during our inspection.

We were pleased to see that people using the service were fully involved in the recruitment of new staff. People involved in this activity were clearly proud to be involved, and told us; 'I feel that my opinion is listened to', and 'my confidence has really grown, I would never have dreamt that I could do something like that'.

Overall, we found that this service worked hard to keep the people using the service at the centre of what they did, and were achieving very good outcomes for individuals.

## What the service could do better

We found that safe recruitment processes were not always completed properly and some staff had started employment before all necessary checks had been carried out. Although staff did not work independently during the induction period, we considered that this introduced additional risk to the people who used this service, **see requirement 1.**

We noticed that not all incidents and accidents had been reported to us as is required by all registered services. We referred the managers to guidance relating to what should be reported, **see requirement 2.**

Unfortunately we were unable to see an up to date training matrix for staff as this had not been properly maintained. This meant that it was difficult to see what training staff had completed, and in addition, we could not be confident that all staff had completed all essential or mandatory training for their roles, **see recommendation 1.**

Most of the staff that we spoke to told us that they felt supported in their roles, and could access senior staff for informal support when they needed to. However, we found that some staff were not getting access to formal supervision at the intervals stipulated in the service own supervision policies. This also meant that some staff were not receiving supervision for very long periods. We discussed this with the manager of the service who reassured us that this would be addressed, **see recommendation 3.**

## Requirements

### Number of requirements: 2

1. The provider must ensure that when it recruits staff, it follows the guidance in "Safer Recruitment Through Better Recruitment" (Scottish Government, 2016). This will help to ensure that all staff who are employed in the service are fit to work with vulnerable people.

**This is in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) Regulation (9) - fitness of employees**

2. The provider must notify the Care Inspectorate of all accidents and incidents resulting in harm, or potential risk of harm to a person, who is using the service.

**National Care Standards - Housing Support Services - 3 - Management and staffing Arrangements.**

## Recommendations

**Number of recommendations:** 2

1. The Provider should ensure that staff are trained to carry out their duties and that they are supported to put learning into practice. In order to achieve this the manager should:

- Ensure that records are kept which clearly shows which training events have been attended by individual staff members.
- Ensure that the management can readily identify staff members who need to complete additional training at any given time.
- Ensure that there is a system to evidence that learning from the training is implemented into practice.

**National Care Standards - Housing Support Services - 3 - Management and staffing Arrangements.**

2. The service should ensure that staff have access to supervision at intervals appropriate to the needs of the staff, and as agreed within stated timescales of the provider policies.

**National Care Standards - 3 - Housing Support - Management and Staffing Arrangements.**

## Complaints

Please see Care Inspectorate website ([www.careinspectorate.com](http://www.careinspectorate.com)) for details of complaints about the service which have been upheld.

## Inspection and grading history

Date	Type	Gradings	
22 Dec 2015	Unannounced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	6 - Excellent
		Management and leadership	5 - Very good
23 Jan 2014	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	6 - Excellent
		Management and leadership	6 - Excellent
27 Feb 2013	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
2 Jun 2011	Announced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	6 - Excellent
20 May 2009	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good

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