

## Lomondside Services Housing Support Service

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Type of inspection: Announced (short notice)  
Inspection completed on: 26 January 2018

**Service provided by:**  
Blue Triangle (Glasgow) Housing  
Association Ltd

**Service provider number:**  
SP2003000162

**Care service number:**  
CS2010247525

## About the service

Lomondside services is a housing support service which was registered on 21 September 2010. The service is operated by Blue Triangle Housing Association. The service provides accommodation and support to service users across two sites, one in Alexandria and the other in Bonhill. The service supports people experiencing homelessness by providing assistance to enhance life skills. At the time of the inspection visit the accommodation was fully occupied (accommodating 18 individuals). The accommodation provision includes communal living premises with a capacity for eight people and five self contained flats which each accommodate two individuals.

Blue Triangle's mission statement is: 'Blue Triangle exists to support, accommodate and assist vulnerable people to achieve better lives'. The Blue Triangle Business plan states its aim as: Our services are there to ensure that people become engaged in a real future for themselves and we prevent people ending up in cycles that are destructive and hopeless and that create a burden on statutory services such as social work, prisons and health services'.

The service has identified the following key objectives:

- Continue to develop support systems for service users.
- Encourage staff and service users to contribute their ideas on service development.
- Continue to motivate staff.
- Ensure all staff perform effectively in their role.

## What people told us

During our two inspection visits we spoke face to face with five service users and we sent five Care Standards Questionnaires (CSQs), three of which were completed and returned.

All of the service users who spoke with us were positive about the staff and about the support they had received. One person did comment though on maintenance issues within her premises. We were told that these matters had since been resolved.

People the service supports made the following comments:

'Its homely, if you need to speak with staff you can. I've come on leaps and bounds since I've come here. They've been great. They give you stability and routine'.

'I really like it, I'm comfortable here, the staff are amazing. I'd have jumped off a bridge if I hadn't come here'.

'This beats previous places I've been. You can go in and talk to staff'.

'Its a new start. Things are looking good'.

'Its not just a roof over your head. I'd be in the jail if I hadn't come here'.

'They treat us like normal people'.

'Staff understand what I've been through'.

'I get on brilliant with my keyworker. She couldn't be any more helpful'.

'I've got a new bed, a new quilt. The room does me perfect. The staff are brilliant. You can talk to them about anything and they are sound and laid back. Staff listen'.

'They don't need to change what they do or how they do it. I like spending time with my keyworker. She asks how my day has been'.

'I'm now on a volunteer placement and this structure has helped me'.

## Self assessment

A self assessment was not requested prior to this inspection visit.

## From this inspection we graded this service as:

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

## What the service does well

Lomondside services is a busy service with staff working hard to meet the high level of need for support from a range of people. Some of the individuals being supported within the service have complex needs. Individuals were given assistance to help them break the cycle of homelessness. We were able to observe a high quality of working relationships between staff and service users.

People told us they felt cared for and respected by staff at Lomondside Services. We noted that residents were familiar with all staff on first name terms. We were able to observe during the inspection that residents felt comfortable approaching staff. Residents we spoke with told us they would have no issue approaching any staff member if they had any concerns about the quality of service they received.

Individuals were able to access Blue Triangle's trust fund if they required specific assistance to progress towards their goals. The service provided individuals with training on how to maintain their tenancies. Residents were given advice on how to keep themselves safe and on how to maintain healthy relationships. All staff had been trained in the administration of naloxone (an opiate blocker which when administered in the event of overdose can be life saving). The service had invited staff from the local addiction project who delivered naloxone training to residents.

The service engaged with the local community to support individuals to network in the community and to gain local support for the service. Lomondside services won an award for their participation in a gardening project. This project was aimed at recreational and social gardening. Residents were involved in landscaping the grounds at the service premises. People from the local community participated in this project. This project was also used to support residents to secure qualifications in gardening. More generally, people the service supports were given help to search and apply for training and development opportunities.

The service worked closely with a range of local community resources in order to meet resident's support needs. The service manager represented the service by participating in a number of multi agency groups. We found that the staff within the service had managed to build working relationships with professionals in relevant agencies. This included working with mental health professionals and housing professionals. This meant that there was effective joint working which helped towards resolving difficulties before they escalated. We were told by external professionals that this co-operative approach with local agencies helped to contribute to achieving positive outcomes for people being supported.

At the time of inspection staff were highly motivated and spoke positively about the change in management since the last inspection. Staff told us they felt supported and that they were given assistance to maintain their resilience.

We found from speaking with residents that the support provided by staff at Lomondside services had helped people to achieve positive lifestyle changes and generally to progress towards achieving their goals.

## What the service could do better

The service was planning to design and deliver a group programme for residents.

The staff worked hard and were in high demand responding to the level of support required. Whilst feedback from external agencies was positive, a professional we contacted thought that more staff would be helpful for the service.

Although we were confident that the service responded appropriately to vulnerable adults, not all staff had received up to date training in adult support and protection. We have made a recommendation in relation to this **(see recommendation 1)**.

There had been improvements in staff supervision arrangements since the change in management however, these improvements have been relatively recent. We found that relief staff were offered group supervision. The service should continue to build on the recent improvements in formal staff supervision arrangements **(see recommendation 2)**.

The Lomondside services supported a client group which included some individuals with complex needs. The service notified us frequently of incidents within the service. We felt the staff responded professionally to difficult situations. The manager was continuing to explore ways to develop the nature and range of support to residents. One aim is to explore more ways which may help to reduce the number of incidents which occur in and around the service. We would support this aim.

Progress with the above areas for development will be followed up at the next inspection.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 2

1. The service should ensure that all staff receive up to date training on adult support and protection.

National Care Standards Housing Support Services. Standard 3: Management and Staffing Arrangements

2. The service should ensure that it continues with recent developments in relation to delivering regular formal staff supervision.

National Care Standards Housing Support Services. Standard 3: Management and Staffing Arrangements

## 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	
14 Dec 2015	Announced (short notice)	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 5 - Very good 6 - Excellent
16 Jan 2014	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good
12 Feb 2013	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good
19 Oct 2012	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 3 - Adequate

Date	Type	Gradings	
23 Jun 2011	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good

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