

Dundee Survival Group Housing Support Service

100 Foundry Lane
Dundee
DD4 6AY

Telephone: 01382 450303

Type of inspection: Unannounced
Inspection completed on: 19 January 2018

Service provided by:
Dundee Survival Group Charitable
Company Limited

Service provider number:
SP2004006773

Care service number:
CS2004076256

About the service

Dundee Survival Group provides emergency accommodation to homeless adults who also participate in a rehabilitation programme. The service is offered to both men and women; most of whom have some difficulties with alcohol or substance misuse, many also have associated health issues.

The service is situated within walking distance to the centre of Dundee, and is provided from a purpose-built building.

Accommodation is provided from single rooms, where cleaning, heating, meals and laundry are provided, or in furnished, self-contained flats. Support staff are available during waking hours, and a concierge service provides assistance and security during night time hours.

Dundee Survival Group is a local voluntary organisation.

What people told us

We sent 18 Care Standards Questionnaires to people using the service and to staff; nine were returned. In addition we spoke to staff and people using the service during the course of our inspection. The comments below represent the range of comments that people said about this service. People using the service told us:

'I feel safe here'

'Food arrangements are fine'

'I can't complain too much'

'Independence can go against you'

'My experience has been pretty good'

'Staff are lovely'

'The staff treat you with respect'

'It would be good if there was more to do, there is only one TV, and it has a poor reception so can only watch a few channels'

'The staff are very helpful'

'Some of the rooms are a bit cold'

'The atmosphere is really good here, its relaxed, and the staff are very approachable'

'We have a meeting once a month, you can have your say'

Staff working in this service told us:

'I love my job, all the staff have been here for a long time'

'The new management is very good, a breath of fresh air'

'There is good training, the managers source additional training that we need'

'I feel well supported, I can go to the manager at any time.'

'We are supported to be autonomous workers, and we are listened to by the manager.'

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

What the service does well

We found that there was a calm and relaxed atmosphere at the service, and saw positive and respectful interactions between the staff and the people using this service. We spoke to several people who used the service, who told us; 'I feel safe', and 'the staff treat you with respect here'.

We were pleased to see that people living at the service were involved in regular engagement meetings with staff every month. People told us that they felt able to contribute to these meetings and make suggestions for improvements. We could see that the service had responded to suggestions from people using the service, which included improvements to the lounge area and suggestions for activities. In addition, we found that the service also provided a weekly 'Engagement Forum' which provided opportunities for people to try new activities and develop new skills.

We were pleased to see that the service had good links with peripatetic health care support. This included weekly visits from 'NHS Health and Outreach Team', links with drug and alcohol support, chiropody, and a 'Listen Service'. The manager was actively looking to encourage involvement of other support services, in order to increase access to supports for people using this service.

Staff told us that they had good support from the managers. We heard that the managers, who were new to this service, were making positive changes and were accessible to staff and supportive. Staff told us that they had access to relevant training that equipped them for their roles. We were pleased to see that staff could also access additional training out with core training provision, when required, to meet the needs of people using this service.

We found staff to be knowledgeable, with relevant qualifications, and were registered with the Scottish Social Services Council (SSSC). The service had clearly benefitted from having a stable and consistent staff group, many of whom had been with the service for several years.

The manager acted quickly on suggestions made at the time of the inspection and was keen to develop the service further, to ensure that people using the service experienced good outcomes, and were supported to be successful when moving on from the service.

What the service could do better

Dundee Survival Group had been working hard to improve the service since our last inspection, and the introduction of new managers. Unfortunately we found that not all staff had all necessary checks in place before commencing employment. Although these had subsequently been put into place by the time of our inspection, the service must ensure that these checks are completed prior to employment **(see requirement one)**.

Although support plans provided basic details of risk assessments, we found that these needed to be strengthened to include clear guidance for staff on action to take in relation to identified risks. We discussed with the manager how the use of chronologies could support staff to identify changes in behaviour or health, enabling them to anticipate and take pre-emptive action in order to reduce risk. We found that risk assessments were not linked to incidents, which meant that staff were not taking incidents into account when updating risk assessments **(see recommendation one)**.

We found that the recording of accidents/incidents was in different formats, and with varying levels of information. In addition, it was not always evident that there had been manager oversight of these events. We found that there were a number of incidents that had not been reported to us as is required by all care services. We discussed with the manager how this could be improved, to ensure that any follow-up actions were clearly recorded and reported to the Care Inspectorate as appropriate **(see requirement two)**.

Staff told us that they were able to access managers and seniors and that they felt supported, however we found that many staff were not receiving regular formal supervision. The services own policies stated that staff should receive supervision every eight weeks, however some staff had not received supervision for some considerable time **(see recommendation two)**.

The manager was working hard to ensure that people using this service achieved good outcomes, and that staff were supported to carry out their roles. We were pleased to see that the manager was already making changes, based on the manager's own observations and our discussions during the course of our inspection.

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 this 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

Timescale - Immediate as discussed with the manager during feedback of the inspection.

2. The provider must ensure that all notifiable incidents are reported to the Care Inspectorate as per the guidance 'Records all services (except CM's) must keep and notification reporting guidance.'

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 4(1)(a)

Timescale - Immediate as discussed with the manager during feedback of inspection.

Recommendations

Number of recommendations: 2

1. The provider should ensure that where an assessment of risk is undertaken and action implemented to minimise the risk, the assessment must:

- i) identify the hazard
- ii) describe who might be harmed and how
- iii) Evaluate the risks and decide on precautions, including clear guidance for staff
- iv) record findings and implement them
- v) review the assessment and update as required, taking into account any relevant incidents or information relating to the level of risk.

This is in order to comply with: National Care Standards - Housing Support - Management and Staffing Arrangements - 3

2. The service should ensure that staff receive supervision as agreed in the service own policies and procedures. This is to ensure that each staff member has access to formal guidance and support; training and development needs are identified, and to ensure that expected standards of practice are maintained.

This is in order to comply with: National Care Standards - Housing Support - Housing Support Planning - 4

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 Feb 2016	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
31 Mar 2014	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
4 Feb 2013	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
14 Dec 2011	Unannounced	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	3 - Adequate
25 Jun 2010	Announced	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	3 - Adequate
17 Dec 2009	Announced	Care and support	2 - Weak
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	2 - Weak
21 Nov 2008	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	3 - Adequate

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