

Holland Street Project Housing Support Service

150 Holland Street
Glasgow
G2 4NG

Telephone: 0141 332 9956

Type of inspection: Unannounced
Inspection completed on: 26 February 2018

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

Service provider number:
SP2003000162

Care service number:
CS2004079138

About the service

Blue Triangle's Holland Street Project provides support to a maximum of 25 homeless people between the ages of 16 to 35. There are additional, supported flats in the community.

The Holland Street Project core accommodation comprises of five flats in a tenement block. Each flat accommodates five people in individual bedrooms with separate open plan sitting, dining and kitchen areas.

The service aims to provide safe, secure, supported accommodation and deliver a programme of person centred support.

The provider's website states:

"Blue Triangle exists to support, accommodate and assist vulnerable people to achieve better lives".

What people told us

The service users we spoke with told us consistently that they felt safe living at Holland Street. Most said they found it a comfortable place to live under the circumstances they had found themselves in. One service user said he didn't like living there as it reminded him of past experiences in his life but stressed that the staff were very helpful and supportive. Others spoke positively about the help they received from the staff who they said had made them feel welcome and comfortable. They described positive relationships with individual members of the staff team and said they had found this to be particularly useful.

Self assessment

The Care Inspectorate is not requesting submission of self assessments in this inspection year.

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

We looked at the Quality Themes of "Care and Support" and "Staff and Staffing" at this inspection.

Systems were in place to gather all relevant information about service users when they were admitted to the service. This meant that staff were aware of the needs of individuals from their point of admission and were able to commence planning to meet these needs and provide practical support for each service user. Staff we spoke with were also aware of all relevant legislation affecting service users and any constraints this might have on their day to day life.

The service users we spoke with came from a variety of backgrounds and had different reasons for using the service at Holland Street. They told us that they felt safe and comfortable living in the service and that the flats

provided opportunities to get to know others who lived there. We heard that staff carried out routine welfare checks on all service users in their rooms to ensure that while they were on the premises they were safe and knew that staff were present if they needed direct contact. We were also told by service users that they felt they received a high standard of support from staff who treated them with respect and listened to them.

The service used the 'Better Futures' system for care planning and gathering, storing and sharing information. Staff told us that there had been some improvement in the tasks associated with record keeping since the last inspection and that the Better Futures system was effective in compiling relevant plans which could be updated and adapted as necessary. We saw that plans were in place and had been reviewed and routinely discussed with service users. An audit process had been put in place which enabled managers to check on the quality of the content of plans and other relevant, stored information. Each service user had an allocated keyworker to coordinate and plan their care. Co-keyworkers were also allocated from night staff to ensure continuity of care whenever possible. The keyworker was also the nominated point of contact for other agencies and professionals involved in the overall support for each service user.

We saw in plans and heard from staff that they had developed a range of positive, effective links with services which were able to provide support, information and advice for the service users. These links enabled staff to direct service users to a wide range of different opportunities to meet their needs, hopes and aspirations.

We spoke individually with a number of the staff team during the inspection. They consistently evidenced a clear understanding of the needs of the service users and how these needs could best be met. Many of the team had worked at the service for some time and had developed a range of skills to establish and use supportive relationships for the benefit of the resident service users. This meant that there was a clear staff ethos which promoted safe, practical care for those who needed it.

Staff told us they worked as flexibly as possible to help the service users and used the skills and knowledge from across the team to good effect. The service users told us they valued the relationships they had developed with staff and saw this as an integral part of their care.

We were told by staff that there was a strong ethos of teamwork which helped them to feel safe working in the service and which also allowed them to contribute as much as possible to the overall service. There had been a variety of changes to the management system over the past year and this had affected the day to day running of the service and the ways in which the staff team worked. We were told by the staff we spoke to that they appreciated the support and guidance they received from the current, temporary manager and were keen to see this arrangement continue.

What the service could do better

We saw that some records and incident reports were jargonistic in content which could make them difficult to understand clearly. Managers were already working on this.

While staff told us that record keeping was less repetitive and time consuming than it had previously been there was still a need to keep the system under review to ensure it was as streamlined as possible. Ways of reducing handwritten information and noted which would subsequently have to be typed into the information system should be considered.

The lack of individual work email addresses for staff was time consuming and meant that there were many situations where information wasn't shared as accurately as was intended. The use of individual emails would

also ensure that information could be shared with individual staff as needed and they would be accountable for using it appropriately. We have made a recommendation about this (**see recommendation 1**).

Staffing levels and staff deployment should be kept under review to ensure that the needs of the service users can be safely met and there are enough staff available to provide individual attention when it is needed.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. Staff should be given individual work email addresses to allow the accurate sharing of information and to provide clear communication with service users and other agencies.

National Care Standards for 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.

Inspection and grading history

Date	Type	Gradings	
7 Mar 2016	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
29 Oct 2013	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
10 Jan 2012	Unannounced	Care and support	4 - Good
		Environment	Not assessed

Date	Type	Gradings	
		Staffing Management and leadership	4 - Good Not assessed
18 Jun 2010	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good Not assessed
15 Oct 2009	Announced	Care and support Environment Staffing Management and leadership	3 - Adequate Not assessed 3 - Adequate 4 - Good

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