

Turning Point Scotland - Moving On Housing Support Service

244 Kinfauns Drive
Flat 0/2
Drumchapel
Glasgow
G15 7AH

Telephone: 0141 949 1822

Type of inspection: Unannounced
Inspection completed on: 31 January 2018

Service provided by:
Turning Point Scotland

Service provider number:
SP2003002813

Care service number:
CS2007153416

About the service

Turning Point - Moving On is registered to provide housing support to adults experiencing homelessness and with a history of substance misuse.

The service comprises three elements and service sites around Glasgow: Moving On - Drumchapel, Moving On - Maryhill and Housing First which located in the town centre.

Moving On - Drumchapel provides temporary accommodation for eight people and Moving On - Maryhill provides temporary accommodation for 10 people. In both locations there is a staff office base and a communal lounge space for service users to access.

Housing First provides support to people in their own tenancies living within the Glasgow area. Individuals supported through Housing First are not required to fully abstain as the model of care focuses on reducing drug related harm.

The current aim of each element of the service is to 'to promote recovery from substance misuse and homelessness'.

What people told us

People receiving the service and an ex tenant told us that they were making significant progress in their journey of recovery thanks to the service they received. They described staff as caring and committed to ensuring people experienced a good quality of life. Comments included,

"Staff are helping me to think for myself"

"First time I have been clean in years. I have not used street drugs since living here"

Self assessment

The service did not require to submit a self-assessment for this inspection.

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

When people are involved in devising and reviewing their personal plans this ensures that their needs, preferences and identified goals become the focus of the housing support they receive. We could see that people using this service were fully involved in all decisions about their care and support. For instance, regular support meetings with the person's keyworker helped to keep recovery outcome goals on track. People we spoke with confirmed that this involvement made them feel valued. It led to them influencing decisions as they were recognised as experts of their own experience.

People recovering from the effects of homelessness and substance misuse should expect to take part in meaningful and therapeutic activity. This is important as it encourages them to reach their full potential. People described to us how this service developed their confidence and self worth as it gave them direction and motivation to recover. For one individual this was achieved by taking part in an exhibition to celebrate her photography skills. In general, we noted the benefits people experienced as a result of attending recovery groups and participating in community initiatives. Comments included,

"Helps me to look at getting a job...slowly building up my self confidence"

"I have goals to get my own house and get back to normal"

It is important that people can have confidence that the support they receive is consistent, respectful and provided by competent staff they can trust. This ensures that they develop positive and secure relationships with staff. We could see that staff and management were skilled in what they did. They also adopted an approach that was courteous, respectful, and non judgemental of the person's circumstances and substance misuse issues. Staff described an open culture and had a sound knowledge of multiagency working to promote good outcomes for the person. Consequently, we saw that people felt safe and secure and worked well together with staff in recovery areas such as moving on and abstinence control.

What the service could do better

As the ways in which this housing support service was commissioned and provided were changing it was an opportune time to review its aims and objectives. This was important as a service's aims and objectives informs how people should experience their housing support and how it should be provided (See Recommendation 1).

We found that the service had not been making all the required notifications of reportable incidents to the Care Inspectorate. Services need to inform regulatory bodies of notifiable incidents so that people can be assured of and benefit from transparent reporting that reflects quality assurance and continuous improvement (See Recommendation 2).

We found evidence of access to health promotion initiatives. However, this did not cover all of the key areas affecting people's health and wellbeing, such as smoking cessation or oral care. The service recognised the need to make improvements in this area and the manager agreed to consider ways to further develop health promotion in the service. Progress with this would further encourage people to make informed lifestyle choices.

We directed the manager to consider introducing direct observation of staff practice to continually monitor staff competencies. Training records also needed updating so that any gaps in learning were known, identified and addressed. Progress on these points would ensure that those receiving the service fully benefit from staff learning and practice.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. In the light of changes to the way in which this Turning Point Scotland – Move On is commissioned and provided, the manager should undertake a review of the service aims and objectives to ensure that the service people are experiencing is right for them.

National Care Standards (NCS) 1 Housing Support Services – Informing and Deciding

2. In order to ensure that people can be assured of and benefit from transparent reporting that promotes quality assurance and continuous improvement the manager should inform the Care Inspectorate about all notifiable events.

NCS 3 Housing Support Services – 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
23 Mar 2016	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
21 Mar 2014	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
8 Feb 2013	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
6 Jan 2012	Unannounced	Care and support 5 - Very good

Date	Type	Gradings	
		Environment Staffing Management and leadership	Not assessed Not assessed 5 - Very good
15 Jun 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
1 May 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good
16 Sep 2008	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 4 - Good

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Care Inspectorate
Compass House
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Dundee
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