

Charles Brownlie House Housing Support Service

Charles Brownlie House
22 Portwell
Hamilton
ML3 6BH

Telephone: 01698 281922

Type of inspection: Unannounced
Inspection completed on: 14 March 2018

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

Service provider number:
SP2003000162

Care service number:
CS2012310877

About the service

Charles Brownlie House is located in the Lanarkshire town of Hamilton and is a service for adults over the age of sixteen who find themselves homeless.

The service is provided by the Blue Triangle Housing Association.

The service also has a base in Blantyre.

This inspection focused on the Hamilton project. Both project bases are leased from South Lanarkshire Council.

The service aims to ensure that "residents are informed and encouraged through consultation to influence those aspects of our services and policies that affect them".

The service's conditions of registration are as follows:

1. The care service will be provided to adults who have housing support needs and are experiencing homelessness.
2. The service will be provided in two locations - 22 Portwell, Hamilton, ML3 6BH and 163 Main Street, High Blantyre, G72 0EL
3. The provider shall inform service users and their representatives that the care service is registered with the Care Inspectorate and shall ensure that they are made aware of the name of the registered service with its contact details, as it appears on this certificate.

What people told us

We spoke to some of the service users across the two houses. They were very positive about their experience of the service. They consistently described positive relationships with staff. All the service users we spoke with told us that they felt safe living in their accommodation and could always access support from staff.

Service users described various types of support which they received and they told us that they were able to contact staff at any time. One service user said that they could also keep in touch with staff after they leave as staff were "always on the end of the phone".

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	not assessed
Quality of management and leadership	5 - Very Good

What the service does well

We looked at the Quality Themes of "Care and Support" and "Management and Leadership" at this inspection.

We visited both the locations which form the registered service. We consistently heard about very positive relationships between service users and staff. Staff we spoke with were able to demonstrate a very good level of insight into the challenges facing service users and were able to provide support which met identified needs. We saw evidence which showed that staff worked as flexibly as possible to help service users to be comfortable in their accommodation.

Service users told us that they felt safe living in their accommodation and that they had privacy at all times. Staff carried out regular welfare checks and service users told us that they did not feel that this was intrusive. Service users told us they were able to speak confidentially to trusted staff when this was needed. The two locations were set out in different ways and we heard of different opportunities for private conversations and meetings.

A range of activities was provided for service users, depending on the make up of the resident group and their preferences. These included in-house events and trips which were funded by fundraising activities carried out by staff and local businesses.

We saw that there were good, clear links to a range of agencies and professionals who could provide support, information or guidance to those who used the service. This was effective for both the local area and the wider community. Service users told us that they were always confident that staff could direct them to sources of effective help or treatment as required. We heard from staff that there was a good range of services and organisations available which could be accessed when needed and these included those who helped with issues such as alcohol and substance misuse or addiction.

All of the people who used the service had clear and current personal care plans. These plans were within the 'Better Futures' system which was used to gather, share and store information across the service provider's services. They identified progress and changes to strategy when required and evidenced some very positive outcomes. Care planning documents included information and guidance about a range of needs and how the service would seek to meet these needs to support the wellbeing of the individual. Personal plans were designed to cover the aspects of the lives of the service users which Blue Triangle could support. They described how assessed needs could be met using a range of staff inputs along with the involvement of any other relevant agencies or professionals. We saw that identified issues were comprehensively documented and there was good, clear guidance for staff to support their care of the individual service user. Thorough initial assessment, and regular reviews and meetings between young people and their keyworkers ensured that care plans were relevant and up to date. The ways in which Better Futures was used meant that service users were as fully engaged as possible in developing plans.

A management structure was in place which staff understood and used as effectively as possible. We were told that managers were available to service users and staff across the two locations. We consistently heard that managers operated an 'open door' policy and that they were accessible at any time.

Staff we consulted told us that they felt supported at all times and were able to speak with managers informally at any time as well as through formal supervision. We heard from individual staff that the combination of formal and informal discussion opportunities fully met their needs and that they felt fully supported at all times.

The on call system which supported staff and enabled them to have a prompt response outwith office hours had recently been reorganised by the service provider. Many staff we spoke with had not used the new version by the

time of our inspection but felt reassured that it was in place. We will assess its effectiveness at future inspections.

Staff told us that the service's external manager was a regular visitor to the service and was accessible to staff if needed.

We heard that managers had increased staffing levels to cover different risks when this had been needed.

What the service could do better

We saw that the service users were limited in their access to online resources and educational opportunity as the properties did not have wifi and had limited access to computers. This meant that they were disadvantaged compared to friends, workmates, fellow students and other people of their age. It also restricted personal contact with friends and family. 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. The provider should ensure that service users can access online resources and communication opportunities in the same way as these are available in family homes. This would mean that they would not be disadvantaged compared to friends, fellow students and workmates.

National Care Standards Housing Support Service. Standard 6: Choice and Communication

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	
4 Nov 2015	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	4 - Good
15 Apr 2013	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good

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