

Clydebank Project Housing Support Service

15 Alexander Street
Clydebank
G81 1SQ

Telephone: 0141 952 2122

Type of inspection: Unannounced
Inspection completed on: 22 March 2018

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

Service provider number:
SP2003000162

Care service number:
CS2004079125

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services can be found on our website at www.careinspectorate.com

The service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

The Clydebank Project is managed by Blue Triangle (Glasgow) Housing Association Limited. The service can accommodate up to 13 service users aged 16 years and over. At the time of this inspection, there were 12 service users living at the service, who were affected by homelessness.

The service aims to:

- Provide safe, secure, supported accommodation for young people who are experiencing homelessness.
- Provide a programme of support suited to the person's needs.
- Assist the resettlement process.

The service also states that, "Each person will receive an appropriate level of support to meet their needs. A key worker will be allocated to each person and support will be available in areas such as, budgeting, health, benefits and cooking".

What people told us

We spoke with three service users and two former service users, who were happy to share their experiences of living at the service.

All those whom we spoke with during the inspection visit talked of feeling very supported by the staff working at the project. Some commented about spending time on their own with staff and how this had helped them to develop their skills. Others mentioned that they would approach staff if they needed support and that they were comfortable that they could do so in private, should they wish to discuss personal matters.

Some service users discussed how the project had helped them to move on in their lives and to make positive choices regarding their life ahead. We were told that by having family members visit them at the project, they felt respected and valued as people. For some, this had made a significant difference to their lives and how they viewed themselves.

We took note of some of the direct comments made by service users, including:

"I get really good support from staff. This really helps when you've got the kind of issues I have".

"I would rate the quality of support as quite good. About an 8 and that's quite high. You never give a 10 as there's always room for improvement".

"I'm not sure where I'd be if I hadn't come here. It's been the best thing for me".

These and other comments helped to show that people using the project were experiencing positive support, to help them in their lives.

Self assessment

The provider was not required to submit a self assessment for this inspecting 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	4 - Good

What the service does well

During this inspection, we considered the quality themes relating to Care and Support and Management and Leadership. The service achieved a grade of very good for the care and support of people using the service, while a grade of good was given for the quality of management and leadership. We concluded this further to speaking with service users, staff and external professionals, involved with the service. We also sampled aspects of documents, which offered evidence to inform the inspection process.

We spoke with three service users during the inspection visit. All were very positive about their experiences, both in terms of staff support to address the challenges they faced and with respect to their opportunities to learn new skills, through a wide range of supports, aimed at developing their ability to become more independent. We also met with two former service users who spoke warmly of the continued support they received from staff and benefits of having lived at the project. They told us how they were welcome to come back and visit, to discuss their current circumstances and catch up with familiar people in their lives.

This positive feedback was enhanced through our discussions with external agencies, where some comments conveyed that the service was making "a massive difference" to the lives of people who had experienced homelessness, while others commented that they believed some service users had become "more independent". The positive working relationships between agencies helped to ensure effective communication, about how services could provide 'wrap around' support, to those service users who were engaged and committed to improving their experiences.

We felt that in our discussions with managers and staff, that we learned about how proactive strategies were employed, to assist service users to maximise the time they spent at the project. A range of workshops, which were at times led by service users, provided a means of developing life skills and helped to prepare them for their life beyond the project. We found that practical sessions, including cooking, budgeting and cleaning, were designed to help people to look after themselves and sustain a future tenancy, should that be their wish for the future. To encourage service users to be receptive to supports from staff and representatives from other agencies, key workers provided one to one support to encourage this engagement. We found that in one instance, support to diarise appointments, helped one service user to plan more successfully and this meant that they were more able to attend to their commitments. For others, the importance of working directly with staff to address their difficulty in 'managing' their front door, was evident through an improved ability to turn unwanted visitors away when they called at the project.

A key aspect of service delivery involved signposting and supporting people to attend local resources, many of which aim to divert people away from problematic alcohol/drug misuse and also offer opportunities to seek participation on courses or find employment. We found that where service users were responsive to this

guidance, that they were succeeding in attempting to decrease their dependency and commit to a more positive future. For one service user, we heard that they were now in full time employment, in a field of work that they had chosen and in this instance, the combined focus of agencies involved, had encouraged this service user to secure a positive opportunity. For others, we noted that attendance at college and aspirations to develop a career in music technology, provided the opportunity to learn and pursue their aspirations.

Leadership within the project was said to be empowering and open to new ideas and we found that staff at all levels played a role in leading on improvements. The project had a Better Futures Champion to support the implementation of this framework, while the others were involved in wider multi agency initiatives looking at how services can share and learn from one another. We also found that those working in the project had created new ways of working to enhance the safety and security of colleagues, during night shift. By implementing a protocol of contact with another project, this had improved feelings of safety within the project. Additionally, a range of robust procedures relating to lone working and on call during out of hours provision, were routinely implemented and supported by management.

Overall, we concluded that service users were given very good practical advice and guidance by staff, who took time to develop positive relationships with those living at the project. This meant that for many people accessing the project, better outcomes were achieved.

What the service could do better

We were pleased to see the wide range of workshops delivered within the project and we made some suggestions to the project about how these could be further developed. We also highlighted the importance of ensuring that each workshop was fully evaluated, to determine the impact for service users. This will help to determine that the focus of any work with service users remains most useful to their circumstances.

Although we found that most staff had a good understanding of how to navigate the Better Futures framework, we felt that some staff required to familiarise themselves with all aspects, to ensure competency throughout the staff group.

While reviewing the quality of recording and reporting of incidents, we found that a variable standard was evidenced. In some instances, we considered that notifying the Care Inspectorate, should have occurred when it had not. This is to comply with the Care Inspectorate notification guidance available to all service providers. We asked that the project review incident records, to assure themselves of the standards expected.

During inspection feedback, we discussed the role of the local authority who procure the service and explored how quality monitoring of the project is undertaken. We found that there were no formal processes in place, to oversee the quality of provision for service users and we asked the external manager to consider in more detail, the position of the provider, in relation to objective oversight. We felt that external scrutiny, through a range of measures, should help to ensure the quality of experiences and outcomes for people using the project. We will review progress at the next inspection.

During our sampling of evidence, we found that some members of staff had not received formal supervision in line with the provider's policy. We asked that this be remedied and that appropriate planning be put in place to ensure regular meetings with all staff working in the project. This is of significant importance to staff who should expect to receive ongoing support from managers, when they are supporting people who are most marginalised within society and who may at times present risk behaviours, which all staff require to feel confident in managing.

At the last inspection, we made a recommendation regarding risk assessment training for staff. As this had not been progressed by the project, we have repeated this recommendation and have asked that training be made available to all staff, as a matter of priority. (see recommendation 1).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The service should ensure that all staff receive risk assessment training in a timely manner.

National Care Standards, Housing support services, Standard 3 - Management and leadership.

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
10 Mar 2017	Unannounced	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed Not assessed 4 - Good
12 Feb 2015	Unannounced	Care and support Environment Staffing Management and leadership 4 - Good Not assessed 4 - Good 4 - Good
12 Nov 2013	Unannounced	Care and support Environment Staffing Management and leadership 4 - Good Not assessed 4 - Good 4 - Good
2 Nov 2012	Unannounced	Care and support Environment Staffing Management and leadership 4 - Good Not assessed 5 - Very good 5 - Very good
24 Mar 2010	Announced	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed 4 - Good 4 - Good
22 Aug 2008	Announced	Care and support Environment Staffing Management and leadership 4 - Good Not assessed 3 - Adequate 3 - Adequate

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.