

Glasgow East Women's Aid Housing Support Service

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

Service provided by:
Glasgow East Women's Aid

Service provider number:
SP2011011611

Care service number:
CS2011298118

About the service

This service registered with the Care Inspectorate on 9 May 2013.

Glasgow East Women's Aid is sited in the east of Glasgow. The service has a central office which is the first point of contact for women and their families. The service has five self-contained flats used as refuge accommodation. There is an on call service for service users to call when staff are not on site which means there is 24 hour support available to all service users.

At the time of the inspection there were three women receiving the service.

What people told us

Staff had a strengths based and holistic approach to all practice, and this enabled trusting and honest working relationships to be established. We noted that staff engaged with people who were anxious or distressed in a respectful and compassionate manner, thereby creating empowerment, realistic goals and sustainable change.

The women we spoke with confirmed this approach;

'I was helped to build confidence and find myself again, I feel more positive in life and look at the positives'.

'The on call system is very good here; if I am feeling down or anxious they are always there for me'.

'Coffee mornings keep me in touch with all the other women here, and my child attends the clubs here the staff are great with him and he speaks openly to the worker'.

'The support has been fantastic, I have had so much help. I feel much stronger now. I am happy'.

'I'm extremely happy with the service I've received. The support has been amazing, they helped me through a really bad time and I've come out the other end'.

'Woman's aid has given me a stepping stone to moving on and helped me through this tough time. I am very grateful for all their support'.

Self assessment

This was not requested by the Care Inspectorate for 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

Glasgow East Women's Aid provided a range of supports to women who have suffered or are living with the threat of domestic abuse. This housing support service was flexible to the needs and wishes of women and included crisis support, outreach support and the provision of refuge accommodation. Support plans were in place which included safety, accommodation, health and wellbeing, finance, support with children, legal issues, money, work and learning. We found women were receiving bespoke packages of support determined by their individual need.

The front line response to referrals enabled a prompt response to women on advice and immediate safety. The refuge accommodation comprised of flats each having a door entry system which maximised security. Women told us they felt safe in the accommodation and for some this meant great reassurance and improved mental wellbeing. The accommodation was of a high standard and underpinned the value the service placed on the women and children.

The service contributed to MARAC (Multi Agency Risk Assessment Conference) which facilitated a partnership across other agencies, including police, health, social work and housing to identify and support women who were considered as being at high risk of harm.

Women were supported to access other services, dependent on individual need such as, housing, counselling services, and assisted women to maximise benefits. Referrals were made on behalf of women and, in appreciation of the lack of confidence experienced by women, staff routinely accompanied women to appointments.

A range of support were provided to women within the service such as, parenting guidance, pamper sessions, arts and crafts. Some impressive outcomes for women included increased self-confidence and self-worth, improved parenting ability and feeling empowered to embark in further education.

The staff team were sensitive to the financial plight of many of the women and had extremely helpful practices in place, such as the provision of basic food supplies, signposting to food banks, providing welcome packs which included toiletries, clothing and bedding. Support with budgeting was provided to help women manage independent living.

A particularly popular aspect of the support provided was the informal coffee mornings which were weekly held. Women we spoke to really enjoyed the coffee morning and told us it had helped them form friendships and develop their social network. We considered this to be a very good outcome for women, many of whom had been very socially isolated. We also heard that this had led to some very enterprising and financially rewarding small businesses being developed as a result. Some women we spoke with were extremely proud of this type of achievement, and they spoke highly about the staff that supported them. In addition, we were impressed by the therapeutic garden that had been established for women and children, and were informed that this had been beneficial in terms of their recovery.

There was an impressive range of skills within the team and staff continued to make good use of training opportunities. As a result, women were receiving support from highly skilled workers who were committed to improving outcomes for vulnerable women and their children. The staff team had awarded 'The community champions' award in recognition of the consideration support provided.

Effective systems of communication were in place, regular weekly meetings and daily exchanges of information which meant women received a consistency of support.

What the service could do better

We asked the service to improve the standard of incident recording to ensure it acknowledged any action points which need to be taken forward. We were told this would be actioned.

We considered the support plans could be more comprehensively completed and make use of an outcome framework. We made some suggestions as to how this could be taking forward.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

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
14 Jun 2016	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
29 Apr 2014	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good

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