

# The Salvation Army Re-settlement Project Housing Support Service

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**Type of inspection:**

Unannounced

**Completed on:**

8 May 2018

**Service provided by:**

Salvation Army

**Service provider number:**

SP2004005634

**Service no:**

CS2004074994

## About the service

The Salvation Army Resettlement Project operates in the Inverness and Aberdeenshire areas, operated by The Salvation Army. The service is registered with the Care Inspectorate as a housing support services to adults. The service currently supports adults who are homeless, or at risk of homelessness, or have a drug or alcohol addiction. The service supports people in differing ways to suit the individual.

The aims of the Resettlement Project are:

- To provide housing support in a safe environment free from discrimination.
- To encourage independence and promote freedom of choice.
- To identify and meet the needs of each individual in a positive way.
- To move service users onto housing of their choice at a time when they are ready to maintain their own secure tenancy.

The service was registered with the Care Inspectorate on 1 April 2011.

## What people told us

For this inspection, we gathered people's views in a variety of different ways. The service was asked to hand out the following prior to inspection:

- Thirty care standards questionnaires for people who experience care from the service. Sixteen questionnaires were returned from people who experience care from the service.
- Eight staff questionnaires. Eight staff responses were received back.

During the inspection we met 15 people who experienced support from the service. This meant through the course of our inspection we gained the views of 31 people. The views shared by people were highly positive and of praise about the service and their experience. Some of the things people told us were:

- 'I am really happy with the support I get'.
- 'I was in jail, they actually care. They took time to visit me in jail and I've been supported by them ever since'.
- 'I would advise people to get in touch, because all you get is advice and support'.
- 'If it was not for the Salvation Army and the help they have been to me, I draw a curtain over the thoughts of where I would have ended up'.
- 'I like the service because they are understanding'.

## Self assessment

Self-assessment is no longer requested from this type of service. During the inspection process we asked to see the service improvement and development plans. These were reviewed and identified the areas of improvement and development appropriately.

## From this inspection we graded this service as:

Quality of care and support  
Quality of staffing

6 - Excellent  
not assessed

## Quality of management and leadership

5 - Very Good

**What the service does well**

People experienced excellent support from the service which was facilitated by very good quality of management and leadership.

Two staff teams operated in the service, one in Inverness and one in Aberdeenshire. Staff teams were organised, committed and motivated to do their best for the people they supported; supported by an organisation who wished the best for people.

The service engaged with people in various ways which enabled people accessible routes into the service. For some this had meant they were referred to the service by an external agency, for example housing. For others this had meant they attended one of the drop-in services, where they could have some lunch, spend some social time with other people and have the opportunity to talk through any concerns or issues they may have with the staff. The drop-in sessions allowed staff to begin establishing relationships with people who attended. Staff engaged with all who attended, which created opportunities to get to know people who were not accessing the service formally. This was a creative use of staff time as it meant staff began to build up important relationships with people who had either been resistant to access services, or had not able to do so.

Staff took each opportunity offered to them to get to know people better, with the view that once trust was formed they hoped to be able to support people with their lives. Relationships were established which were based on trust and respect; staff made no judgements about the person, recognising the positive potential in everyone they met. Support was offered in a caring and compassionate manner. People told us this approach made them feel valued, that staff were genuinely there for them and that they were in their corner, supporting them to make a difference in their lives when they felt the time was right.

People who experienced support from the service spoke of the excellent, top rated service they received from the staff throughout our inspection. People told us:

- 'They are open and have my trust'.
- 'They go high and above what they should'.
- 'Without this support, well I don't know where I would be'.
- 'Just great, I can't fault the service, not at all'.
- 'They've exceeded my expectations'.
- 'They're the best'.
- 'For me, this is their greatest strength and an example of the great job they do nurturing others'.
- '100 out of 10, it's just brilliant'.

These positive and effective relationships were mirrored when working with other agencies, which helped make sure the support being offered was right for the person. Feedback from some external agencies was:

- 'I have always been delighted with the support we have received from the Salvation Army'.
- 'Clients are treated on an individual basis and regardless of their needs, they are accepted and made to feel valued'.
- 'Every member of staff goes above and beyond to make sure the clients are supported in every aspect of their day to day living. The staff are very welcoming to us as a third party agency and nothing is too much bother for them'.

Staff supported people to identify key priorities within their lives and their support was tailored around what was agreed. Staff recognised that the person needed to be ready before they could take the next steps. People told us they never felt pressurised into doing something they were not ready to do, and recognised this approach worked for them.

The staff who worked in the service were motivated and highly skilled individuals. They worked well as a team and we were told they frequently went the extra mile to support people with their lives. Where support fell outwith the remit of the service, the staff used their comprehensive knowledge or contacts to signpost people to other agencies; if someone needed support, be this physical or prompts, to access these additional services the staff would ensure this was available to the person. This helped the person to engage with other agencies which could offer help or support, working towards improving their personal outcomes.

## What the service could do better

The service was performing at a very high standard of working, which meant the quality of support people experienced was excellent. The service should continue the positive and proactive work that they do, continuing to support people with their life journey.

## 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](http://www.careinspectorate.com).

## Inspection and grading history

| Date        | Type        | Gradings                  |
|-------------|-------------|---------------------------|
| 23 May 2016 | Unannounced | Care and support          |
|             |             | Environment               |
|             |             | Staffing                  |
|             |             | Management and leadership |
|             |             | 5 - Very good             |
|             |             | Not assessed              |
|             |             | 5 - Very good             |
|             |             | Not assessed              |

| Date        | Type        | Gradings                  |               |
|-------------|-------------|---------------------------|---------------|
| 26 May 2014 | Unannounced | Care and support          | 4 - Good      |
|             |             | Environment               | Not assessed  |
|             |             | Staffing                  | 5 - Very good |
|             |             | Management and leadership | 5 - Very good |
| 30 Aug 2010 | Announced   | Care and support          | 4 - Good      |
|             |             | Environment               | Not assessed  |
|             |             | Staffing                  | Not assessed  |
|             |             | Management and leadership | 4 - Good      |
| 24 Sep 2008 | Announced   | Care and support          | 4 - Good      |
|             |             | Environment               | Not assessed  |
|             |             | Staffing                  | 4 - Good      |
|             |             | Management and leadership | 4 - Good      |

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