

Trust In Fife Housing Support Service

Craig House
Ellon Road
Kirkcaldy
KY2 6FB

Telephone: 01592 646677

Type of inspection:

Unannounced

Completed on:

23 July 2018

Service provided by:

Trust In Fife

Service provider number:

SP2004006597

Service no:

CS2004071760

About the service

Trust in Fife is a housing support service for homeless adults aged between 16 and 60. The service operates in the Fife area. The service consists of the following:

- Oasis Project, located in Kirkcaldy, offering accommodation to up to 17 people
- Valley Accommodation Unit, also in Kirkcaldy, which has accommodation for up to 10 people.

The provider, Trust in Fife, is a company limited by guarantee and Scottish charity. The provider's vision is to work in partnership to create an appropriate support environment of attainable and sustainable homeless provision. Trust in Fife is also the lead agency in the Fife Short-term Housing Support and Homelessness Services Public Social Partnership (a three-year agreement between the council and 12 voluntary sector housing providers).

The team leader supervises the two teams of support workers, and there is also a service manager, business manager and general manager.

What people told us

We received feedback from people experiencing care in the form of nine care standards questionnaires and discussions with 11 people during our inspection visits. All of those responding in the questionnaire had a high or very high level of satisfaction with the service overall. Comments included:

- 'It's been a pleasure to stay here. I've always felt heard and fully supported.'
- 'Some of the staff don't do their job to the full potential ...and some have one rule for one and one for another.'
- 'When I came here the staff gave me more help in the first week than any doctor has done. Since coming here my mental health has improved. I don't have negative thoughts and the staff help me emotionally'.
- 'Staff can be overwhelmed when a number of residents are causing problems at the same time... recently I find it very hard to use the kitchen and living room without being harassed for food or money. Overall though the service...has allowed me to rebuild my life and provided stability.'
- 'Staff take care to help us all individually as required to help us move on to our own accommodation. Treat us with respect as we do them also'.
- 'I am happy living here'.

Other feedback about staff was largely very positive, with people telling us that they were helpful, friendly and could do their jobs, and that they sat and spoke with people if they were depressed. They also tried to keep things safe. One described night staff as really good. Two or three commented on the need for more to do and a lack of structure. One had a concern about a potential health and safety issue and did not always feel safe so we shared this with managers. One described the hostel as quiet and 'one of the better places to stay' as it was stricter.

Self assessment

We did not ask services to submit self-assessments this year.

From this inspection we graded this service as:

Quality of care and support	3 - Adequate
Quality of staffing	3 - Adequate
Quality of management and leadership	not assessed

What the service does well

The service reached an adequate standard in both care and support and staffing, meaning that there were some strengths in both areas but these just outweighed weaknesses. Strengths had a positive impact on people experiencing care but the likelihood of achieving positive outcomes and experiences was constrained.

Staff provided emotional support when needed. They referred clients for food parcels and clothing when they were struggling with these basic necessities. They also supported them with attending benefits appointments. 'Starter packs' were available for those moving into their own accommodation. The service's risk management process had improved overall, incident monitoring by managers was much more robust, and staff monitored people's wellbeing and supported them to seek medical help. Occasional group activities provided opportunities for people to get together and to develop or build on skills such as cooking and food hygiene. The service had also recently provided wi-fi connections in response to feedback.

A student had carried out a particularly interesting consultation exercise on behalf of the service. This had focussed on one of the new health and social care standards and obtained feedback on the experience people had had of receiving care and support from Trust in Fife. The findings had been shared with staff and included reflective exercises and relationship-focussed work. The service also obtained people's views on an ongoing basis using meetings and surveys.

A review of recruitment records showed that the service had followed some best practice guidance, for example by making use of standard application forms, interviews and obtaining proof of identification. Clients had been actively involved in the recruitment process, with their comments and views taken into account when scoring applicants. New staff also took part in an induction to help familiarise them with their roles and responsibilities. Managers had listened to and acted on their feedback and introduced some improvements. Surveys provided staff with opportunities to give their views about the service and make suggestions for improvement, as did team meetings.

Most residents in both hostels provided positive feedback about staff, describing them for example as helpful, friendly and supportive. Most staff told us they had access to relevant training. Most had also had individual supervision on about a quarterly basis, with new staff having both a six-week and then three-month review following appointment. All relevant staff had registered with the Scottish Social Services Council.

What the service could do better

The service had made limited progress in improving the quality of personal plans. Most of the ones we reviewed were quite vague and did not clearly identify what support staff would be offering. Similarly, evidence that this

had actually been provided was also lacking, as was the quality of evaluation of progress. We did not find evidence of clients having 'structured timetables of support' as stated in the service's policy. We do acknowledge that a number of clients had chosen only to make use of the accommodation and did not wish for additional support. Some people also told us there was often very little for them to do. The frequency of group activities had in fact decreased: we felt this was an area that had real scope for improvement. **(See recommendation 1)**

We came across one apparently isolated instance where staff on duty had not alerted the on-call manager or incoming staff to a concern about a client's welfare, which meant that the risk management plan had not been reviewed. Managers planned to address this.

There had been a number of significant events in the service that met the criteria for a formal notification to the Care Inspectorate. We reminded managers about the relevant guidance.

Some key aspects of recruitment and selection practices needed improvement. Whilst new staff did not work unsupervised with clients, the service had not completed some best practice checks for the three staff whose records we reviewed prior to them starting work. This included Protection of Vulnerable Groups checks and references. Half of the references had still not been obtained some time after employment had begun. Records of discussion about gaps in employment history had not been made. **(See requirement 1)**

There had been significant changes to the staff group in the previous year, with some new staff being relatively inexperienced in this sector. Some had not yet completed all their core training. We would also suggest that the service identify the minimum frequency of supervision in the policy. It would also be useful to include in these sessions regular discussion of work staff are doing to support people to ensure that plans are being followed.

Some staff felt that the time they spent on cleaning tasks, though this varied from day to day, was disproportionately high, and meant they were less able to provide the necessary support to people. We were unable to verify this but suggested managers try to quantify it with a view to further discuss with staff.

The service had not yet developed an improvement plan (though did have a business plan). We would recommend these for all services to help provide a clear focus for improvement work.

Requirements

Number of requirements: 1

1. In order to ensure that only suitable staff are appointed to work in the service, the provider must carry out appropriate pre-employment checks by the end of August 2018.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that as an adult "I am confident that people who support and care for me have been appropriately and safely recruited" (HSCS 4.24) and in order to comply with Regulation 4(1)(a) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

Recommendations

Number of recommendations: 1

1. The provider should improve the quality of personal plans and evaluation of progress in order to more effectively meet people's needs.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that "my personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices" (HSCS 1.15).

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
8 Jul 2016	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
22 Jul 2014	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
28 Feb 2014	Unannounced	Care and support 2 - Weak Environment Not assessed Staffing 4 - Good Management and leadership 2 - Weak
9 Dec 2011	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership Not assessed

Date	Type	Gradings	
20 Mar 2009	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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.