

Ypeople Pathways Housing Support Service

Village Project
37 Kittoch Street
The Village
East Kilbride
Glasgow
G74 4JW

Telephone: 01355 807262

Type of inspection:

Announced (short notice)

Completed on:

17 December 2018

Service provided by:

Ypeople

Service provider number:

SP2011011560

Service no:

CS2011286888

About the service

Ypeople Pathways was registered with the Care Inspectorate on 11 October 2011. Ypeople Pathways is situated in The Village area of East Kilbride. The service is registered by the Care Inspectorate to provide a housing support service to homeless people. The accommodation is available to people between the ages of 16 and 65 and has a capacity to accommodate up to 31 residents. At the time of the inspection there were 25 residents living within Ypeople Pathways. The premises from which the service operates are owned and maintained by Lanarkshire Council.

Ypeople Pathways works with people who are homeless, who have complex support needs and the range of services include outreach support, re-settlement training and a drop-in facility.

The service's aim is to: Support vulnerable, homeless people to progress to their own accommodation and to establish more stable and independent lifestyles. The service's objectives are to provide temporary accommodation, to support people to develop their skills in self-care and independent living, to support people to access suitable move on accommodation.

What people told us

We visited the service on 4th Dec 2018 and on 17th Dec 2018 and on our first visit we spoke with a group of 6 residents. Following our second visit we spoke with a former resident by telephone. The feedback we received on the service was very positive. In particular we heard positive comments about staff and the relationships residents enjoyed with staff. Residents felt staff could not be any more helpful. We heard some suggestions about items they would like in the premises. These comments were fed back to the service manager who was agreeable to meeting those requests.

Residents made the following comments:

'The rooms are alright.'

'We get given food.'

'The staff are lovely, I've not got a problem with any staff. They are very helpful, they give me the support I need. The staff are approachable and respectful. The staff are understanding and very professional.'

'We do a cook-in once a week.'

'We can keep our room locked, we all have key cards, as soon as the door shuts it locks.'

'They helped me change to a new drug worker and to register with a GP and they got my stuff into storage.'

'They helped me with my prescription and with my mental health.'

'They got me a free bus pass to get to counseling.'

'They have helped me organize my visit to see my child.'

'When I moved into the flat I didn't feel isolated, they kept supporting me until I no longer needed support, they made sure I had made the adjustment ... some staff are really down to earth ... The staff just being there helps,

someone just at the other end of the phone. The fact that they listen, the feeling that someone's there, someone who knows me and cares.'

Self assessment

A self assessment was not requested prior to this inspection.

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	5 - Very Good

Quality of care and support

Findings from the inspection

Ypeople Pathways was a very busy service which provided support and accommodation to people who were homeless and were often highly vulnerable. We saw that there were support plans and risk assessments in place for all the people being supported. Support plans and risk assessments were reviewed on a regular basis. This ensured that support delivered was informed by up to date assessment of needs and risks.

Residents regularly met 1:1 with their support worker. Where residents had experienced trauma they were supported in a way which recognized and took into account this experience, in order to assist recovery. We noted that staff made time to encourage and promote residents' self-care. The service took into account the needs of the existing resident group at any given point in time to inform the decision on when would be the best time for an individual to take up residence within Ypeople Pathways. This assessment helped to maximise the benefits, for individual residents, of living at Ypeople Pathways.

If required, residents were supported to access any specialist agencies outwith the service and to attend meetings with external professionals. This included, for example, registering with or attending, addiction services or a GP. Staff provided support to residents to claim for benefits. The service staff worked closely with local relevant agencies to ensure that support delivered across services was streamlined. We found that the service had networked in the local community with organisations which made donations for the benefit of residents. We spoke with professionals from external agencies and we were told that partnership working was effective. We heard that staff at Ypeople were enthusiastic in their approach to partnership working. The staff team were described as: 'Very professional, passionate and compassionate.' Residents we spoke with told us their well being had improved with the range of supports they had accessed since Ypeople Pathways had started working with them.

We found from notifications to the care inspectorate and from reading the service's incident logs, that staff had, on occasions, administered the opiate blocker naloxone. When naloxone is administered in the event of overdose it can be life saving. The service carried naloxone within the service and staff were trained in the administration of naloxone. The service also invited an addiction professionals to the service who provided addiction support,

including providing naloxone to residents where appropriate. These interventions helped to minimise the risks to individuals who experienced addictions. During our inspection we looked at adult procedures and practices and were satisfied that these ensured service users were protected. We noted that staff were debriefed after adverse incidents to ensure they were being supported in their role.

Residents were encouraged to develop social interests and, where appropriate, to rebuild family relationships. Residents had requested a designated lounge area where they could meet socially. The service responded by creating a lounge which we visited during our inspection. We noted that the staff organized and encouraged activities such as cooking, arts and crafts and visits to the cinema. The service received a number of leisure cards which were given to residents to support their access to local leisure facilities. The service planned to create a computing group which would give people access to computers. Residents, if they were interested, would be offered support to draft CVs to apply for training/employment. Residents told us that they had made positive changes in their lifestyles since being supported by Ypeople Pathways.

Support was continued after people moved out of Ypeople Pathways accommodation onto their own tenancy. Three staff members were employed on an outreach basis to help people to maintain their progress after they have made the move back to living in the community.

Residents told us they felt the staff and the organization listened to their views. We found that an ex-service user now worked on a voluntary basis with the organization.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of staffing

Findings from the inspection

We were told by staff that they enjoyed their work and gained job satisfaction from being able to observe individuals make progress towards their identified goals. Staff were resilient and highly motivated. The nature of the support needs of the individuals being supported by the service meant that the level of demand on staff members was high. We noted from records and from observations during our inspection that challenging incidents had taken place within the service. Staff responded to these situations with a high standard of professionalism as well as with care and compassion.

We heard from staff and service users that communication across the organization was effective. We found there were regular team meetings and managers' meetings. Staff received formal supervision and appraisals. Staff meetings and formal supervision sessions were used to oversee and quality assure the service provided to residents within the service. Staff told us that they felt supported in their roles' through the regular staff

meetings and formal supervision in place. One staff member commented: 'I feel supported absolutely. The notes from supervision are very reflective of our conversations.'

Staff we spoke with were knowledgeable in relation to their professional roles and had very good insight into the difficulties experienced by the people they supported. The staff had recently received training on supporting individuals who had experienced trauma. A number of staff from within the service had recently attended a specialist conference related to the impact of, and recovery from, trauma. Staff had good access to training and professional development opportunities. We saw that there was a staff induction programme in place. We spoke with a recently recruited staff member who told us she had benefitted from her induction to the role which had prepared her for the responsibilities required. The training programme provided to staff helped to inform the quality support provided to residents.

The service should ensure that relief staff receive regular formal 1:1 supervision. This will ensure those staff members are appropriately supported as well as allowing an opportunity to oversee the quality of service provided by relief staff. The service agreed to access training for staff on exploitation. This would help to inform support delivered to residents to ensure risks of exploitation are minimised.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of management and leadership

Findings from the inspection

Both staff and residents told us they felt their voice was heard within the organization. Staff told us they were able to make suggestions, raise concerns and have an influence over the future development of the service. Ypeople Pathways staff had delivered training to external agencies on how to improve the environment in which care and support is delivered. The service worked with other agencies to promote awareness of the issue of homelessness and of the impact it has on people's lives.

The service was planning to have a psychologist based within the service. Psychological advice/support would then be available to residents who were in need of, and agreeable to, receiving this support. This support/advice would also be provided to staff to support them in terms of maintaining their own resilience in delivering a high level of support as well as to advise them on how to support residents most effectively.

The staff team held monthly meetings to support the development of reflective practice. Senior staff members carried out regular file audits. Audit reports were created identifying any actions required after each audit. Actions were followed up with the relevant staff member(s). The service was committed to continuing improvement and was fully co-operative with the Care Inspectorate in carrying out our regulatory role.

We were able to observe, and this was confirmed by our conversations, that staff were very busy and worked hard to respond to a high level of complex needs. The service should closely monitor staff levels to ensure that sufficient staff resources are in place to effectively support and monitor the residents living in the service at any given time.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

There are no outstanding requirements.

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

There are no outstanding recommendations.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been partially upheld.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings
12 May 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
5 Apr 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 4 - Good
14 Apr 2015	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 5 - Very good
9 Apr 2014	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 3 - Adequate Management and leadership 3 - Adequate
13 Nov 2013	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 3 - Adequate Management and leadership 3 - Adequate
18 Oct 2012	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good

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