

# North Lanarkshire Women's Aid Housing Support Service

Glasgow

**Type of inspection:**

Unannounced

**Completed on:**

4 February 2019

**Service provided by:**

North Lanarkshire Women's Aid Ltd

**Service provider number:**

SP2004006118

**Service no:**

CS2004062576

## About the service

North Lanarkshire Women's Aid provides support to women and children who have experienced or are experiencing domestic abuse. The housing support service has eight flats which can accommodate up to 16 women. At the time of this inspection there were nine women and 11 children in the flats.

The service operates from a central office in Cumbernauld and provides support to women and children in the surrounding Cumbernauld area. Support includes both refuge accommodation as well as outreach support.

The aims, as stated by the service are:

'To offer advice, support and temporary accommodation to women and children who are suffering from domestic abuse whether it is mental, physical or sexual. To continue to raise awareness of the impact of domestic abuse'.

Over the last year the service have developed a children's service which has enhanced the support offered to children from a variety of different situations. This support is provided both to children in the refuge and by outreach to other children.

## What people told us

We received three completed questionnaires from service users and spoke with a further three women.

The feedback we received was overwhelmingly positive and evidenced that outcomes for women and children had improved through their use of the service.

Some of the comments we received were as follows:

"The service I have received has been amazing and the staff are brilliant"

"I have been given help in lots of different areas of my life"

"I am very well supported and couldn't fault the staff"

"I have a care plan which is reviewed monthly"

"The children's worker visits my daughter at school and has been a great help to her"

"The standard of accommodation is good and when I arrived there was credit in the meter and food in the cupboards"

"I get a lot of support and the staff are always available. This availability helps with my mental health and I also like that I always know the person I am talking to"

"Staff make me feel safe and I am not terrified anymore"

"I have been offered a house and I know that the staff will help me to move on and will also always be there for me if I need more advice"

## Self assessment

There was no self assessment requested from the service for this inspection year. Discussion took place with the manager to get an update on service developments.

## From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of staffing	not assessed
Quality of management and leadership	5 - Very Good

## What the service does well

The staff had built extremely effective relationships with service users who told us they felt cared for, safe and respected. Staff were caring and compassionate to the needs of women and their children. Consistent support was provided to the women in the refuge as they were allocated a keyworker and a manager.

Evidence showed that staff members supported service users with a range of issues such as access to housing, benefits and medical resources all of which improved outcomes. Staff were knowledgeable, highly skilled and confident within their role and there was consistency provided from a stable group of staff members. Staff morale and team working was extremely strong and evident to service users and professionals.

The service provide a crisis drop-in service, staffed during office hours. On-call support is available at all other times. On occasion some women returned to the service several years later indicating a confidence in the consistency of staff and how they would be supported.

Staff are very well informed about local services and are therefore able to signpost women to appropriate specialist support services in the community.

The service was firmly established in the local community and received a significant level of donations which are passed onto service users. Due to the high level of donations received, the service now gives a gift to all women and children in refuge on their birthdays.

The service evidenced a high level of multi-disciplinary collaborative working across a range of external agencies. They play a vital role on the Multi Agency Risk Assessment Conference, which is a victim focused meeting which takes place on a monthly basis to discuss cases of domestic abuse where the victim is at high risk of serious harm or homicide and the Multi Agency Tasking and Co-ordination meeting. This participation ensured that information was shared effectively between agencies supporting people who used the service. Feedback indicated that staff are valued and respected members of these meetings.

The service are members of the North Lanarkshire Violence Against Women's group which helps ensure that any service developments, for example the development of the children's service, were designed to take into account the specific needs of service users.

All case files sampled had comprehensively completed paperwork with detailed care plans and risk assessments. All of these were signed by the women, evidencing service user participation. Records were seen to be up to date and reviewed on a monthly basis with the women. Care plans and risk assessments were responsive to the

needs of the women and evidenced progression in their lives. Monthly reviews, undertaken by a supervisor, allow women the opportunity to provide feedback on the service and supported the quality assurance process for managers. Staff are making use of the SHANARRI wellbeing web to assist in their assessment and review of both women and children during their time using their services.

Electronic daily recording sheets are held for both women and children, all of which evidenced a high level of support and regular contact being provided. There was ample evidence of the development of women's self esteem, confidence and emotional stability. Feedback indicated that women had overwhelmingly received positive support which many describe as life changing for them.

We looked at child protection procedures and practice and were satisfied that there were procedures and practice in place to ensure service users are protected. Case records indicated a high level of involvement with the local authority in relation to any child protection issues.

Since the last inspection, the service have developed a children's service. The management team have worked effectively to build the new children's service and this has brought a significant improvement to the service offering. We were able to see a high level of work being undertaken and evidence of significant changes for the outcomes of children receiving support. This was seen through the development of their self esteem, relationship building with trusted adults and stability in school settings. Worksheets used by the staff were detailed and there was evidence of children being given the space and support to explore issues in their lives. In addition to this, the staff completed daily recordings which allowed the service and other professionals, as needed, to gain a fuller understanding of a young person's views. Case files evidenced support to be needs led and appropriate to the age and interests of the children.

Staff were seen to have highly supportive relationships and both formal and informal methods of support and supervision were used effectively. Staff felt able to develop professionally and access a range of training which would enhance the support provided to women and children. All staff have been trained in the use of Naloxene following the Care Inspectorate suggesting this at the last inspection.

We reviewed the files of two new members of staff and found evidence of robust recruitment, induction and probation processes.

## What the service could do better

A Strategic Business and Training plan would be beneficial, however, the service are aware of this and the Board is currently working on this. The manager should ensure that this is SMART (Specific, Measurable, Achievable, Relevant, Time bound).

Whilst the majority of the staff have completed the Freedom program of training, it may be useful for the service to consider how best to role this out to women who use the service and also to other professionals.

The children's service should ensure that they are continually seeking feedback on all aspects of their service in order to inform any review including any associated funding reviews. Any review findings would be enhanced by the inclusion of feedback from children, women and any relevant professionals.

Whilst the team members prioritise coming together on a daily basis for informal support, we felt it would be helpful for formal team meetings to be held more frequently and full minutes maintained.

## 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).

## 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.

## Inspection and grading history

Date	Type	Gradings
30 Mar 2017	Announced (short notice)	Care and support Environment 6 - Excellent Not assessed

Date	Type	Gradings	
		Staffing Management and leadership	6 - Excellent Not assessed
30 Mar 2015	Announced (short notice)	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 6 - Excellent 6 - Excellent
4 Oct 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 5 - Very good 6 - Excellent
28 Sep 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
15 Jan 2009	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 4 - Good

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