

The Kilmarnock Project and Outreach Flats Housing Support Service

28 Bank Street
Kilmarnock
KA1 1HA

Telephone: 01563 520144

Type of inspection:

Unannounced

Completed on:

30 January 2019

Service provided by:

Blue Triangle (Glasgow) Housing
Association Ltd

Service provider number:

SP2003000162

Service no:

CS2004079117

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com.

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

The Kilmarnock Project and Outreach Flats is a housing support service run by Blue Triangle (Glasgow) Housing Association Ltd. From one location in central Kilmarnock, it offers accommodation and support to people who have become homeless and are aged between 16 and 25 years old.

This part of the service can support up to six service users in four flats in the Bank Street premises and also provides four one-person outreach flats across Kilmarnock.

The service also provides support to young people leaving care and transitioning to independent living. This support is provided in a block of three flats in a separate location in Kilmarnock and can support up to six young people.

What people told us

People we spoke with during the inspection were generally appreciative of the support from staff.

There were several positive comments relating to the quality of care and of staff support.

One person in the central service stated 'I don't have a bad word for them; they are there for you if you need someone for a chat or if you are feeling down'.

One young person from the transition flats service stated that they felt safe within the service and that staff were supportive of them. Another young person, commenting on activities with staff, commented on how staff helped reassure them when they were anxious about an activity and how the staff encouraged them to participate in an activity they had identified that would help them toward a goal they wished to achieve.

Another young person commenting on the support they had received had stated that they felt they had become more mature, reliable, independent and reflective of their decisions and actions; subsequently they felt more responsible and confident about managing their own tenancy.

Self assessment

No self-assessment was requested of services for this inspection year.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of staffing	4 - Good
Quality of management and leadership	not assessed

What the service does well

The service was providing a very good level of care to people experiencing the service. There were major strengths supporting positive outcomes for people. We found very few areas for improvement and those that do exist had minimal adverse impact on people's experiences and outcomes.

The service consists of two service teams in two locations registered in one registration – one for homeless and one for care leavers. One service operated to a PIE (psychologically informed environment) model – i.e. how trauma and attachment issues and experiences affect behaviours; and how these behaviours impact on capacity for effectiveness of tenancy sustainment.

We observed staff demonstrate compassionate and person-centred care in providing appropriate guidance and advice to people using the service. To supplement this, staff were employing a housing support programme to encourage discussion and learning of tenancy matters and issues, and on how to be a responsible and respected tenant. Through this support, some young people had successfully transitioned to their own tenancy in the community during the preceeding months.

People were appreciative of staff support and those using the service at one location spoke of staff being available to them at all times. Those at the second location spoke of having confidence in knowing if staff were not present at any time then they would soon be around to support them.

All receiving support from the service had care plans that were discussed on a weekly basis. These reviews of relevant current need led to the production of clear action plans to work toward best outcomes for the following week.

The service staff had continued their network of contacts with other agencies who provided support to people using the service. A particular strength was the link with the homelessness nursing team which assisted in access to health professionals with both mental health and addiction backgrounds.

Strong links had also been forged by staff with employability projects and charities to advise those using the service in matters such as literacy and numeracy, for example.

In relation to service staffing we found a number of important strengths which, taken together, outweighed areas for improvement. The strengths had a significant positive impact on people's experiences and outcomes; however we found improvements were required to ensure that people consistently have experiences and outcomes which are as positive as possible. See the section titled 'What the service could do better'.

We heard from partner agency professionals how the staff group 'go above and beyond to support service users'. Staff were described as receptive and responsive to external professional advice and guidance and of having very good working relationships with these key professionals.

The range of training for staff included relevant topics of learning in areas of mental health and wellbeing and substance misuse in addition to housing support topics. Subsequently, we found staff to be well trained and knowledgeable in the field of housing support. More recently recruited staff described an induction process that provided comprehensive support from more experienced staff whilst familiarising themselves with the role.

Regular team meetings provided opportunities for peer support and learning and regular formal and informal supervision sessions offered developmental and reflective practice discussions to aim toward evaluation of the support; and in supporting the people using the service achieve positive outcomes.

What the service could do better

We heard from staff, people using the service and partner professionals about low staff numbers on occasion. During the course of the inspection, there was little evidence of this situation having impacted negatively on care as staff worked hard to cover the number of hours required to support people. The manager had also acquired additional hours to employ staff in supporting people using the service. However, we heard from young people in the service how this situation had potential to negatively impact on their outcomes; through, for example, unfamiliarity with staff and consequently less established relationships. We have identified this as an area for improvement. See recommendation 1.

The service provider should review support arrangements in respect of how these comply with health and social care standards. This matter was particularly relevant in relation to smoking issues, for example, and the need for consideration of matching young people when placing in the service. Although no one had raised this as having any detrimental effect at the time of the inspection, the service provider should review how policy and procedures, such as smoking policy, align with the Health and Social Care Standards given the close proximity living of the people using the service.

We found that the service model of care approach – psychologically informed environment (PIE) – had not been consistently adopted by all staff and we found a need for a shared understanding of the model if it is to be fully implemented. There appeared to be an inconsistency across and within the two locations with different staff teams not fully conversant with the model of care. This inconsistency has the potential to be exacerbated by the staff numbers being supplemented by relief staff and agency staff in the service. Whilst, again, there was no evidence of any detrimental impact on people's outcomes due to this matter at the time of the inspection, the service provider should review training in the model to achieve consistency in practice.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The service provider should review staffing levels to ensure that they remain sufficient to maintain a safe environment for young people and staff commensurate with the identified needs and risks of people using the service.

This is to ensure care and support is consistent with The Regulation of Care (Requirements as to Care Services) (Scotland) Regulations 2002 ; Staffing 13 (a), and the Health and Social Care Standards which state that – 3.15 My needs are met by the right number of people.

Complaints

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

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

Recommendation 1

The service provider should monitor staffing levels to ensure that they remain sufficient to maintain a safe environment for young people and staff commensurate with the identified needs and risks of people using the service.

National Care Standards, Housing Support Services. Standard 3.6: Management and staffing arrangements.

This recommendation was made on 15 March 2016.

Action taken on previous recommendation

This recommendation has been repeated.

Inspection and grading history

Date	Type	Gradings
18 Feb 2016	Unannounced	<div>Care and support</div> <div>5 - Very good</div> <div>Environment</div> <div>Not assessed</div> <div>Staffing</div> <div>5 - Very good</div> <div>Management and leadership</div> <div>5 - Very good</div>
28 Jan 2014	Unannounced	<div>Care and support</div> <div>5 - Very good</div> <div>Environment</div> <div>Not assessed</div> <div>Staffing</div> <div>5 - Very good</div> <div>Management and leadership</div> <div>5 - Very good</div>
14 Mar 2013	Announced (short notice)	<div>Care and support</div> <div>5 - Very good</div> <div>Environment</div> <div>Not assessed</div> <div>Staffing</div> <div>5 - Very good</div> <div>Management and leadership</div> <div>5 - Very good</div>
3 Dec 2009	Announced	<div>Care and support</div> <div>5 - Very good</div> <div>Environment</div> <div>Not assessed</div> <div>Staffing</div> <div>5 - Very good</div> <div>Management and leadership</div> <div>4 - Good</div>

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