

New Start Highland Housing Support Service

9 Carsegate Road North
Inverness
IV3 8EX

Telephone: 01463 715615

Type of inspection:

Announced (short notice)

Completed on:

15 March 2019

Service provided by:

New Start Highland

Service provider number:

SP2004006664

Service no:

CS2004073185

About the service

This service registered with the Care Inspectorate on 01 April 2011.

New Start Highland was set up to assist tenants to manage their own tenancies and to minimise the risk of service users losing their homes.

The service also works closely with service users helping them to cope with the responsibilities of living on their own. The support service works closely with statutory bodies, such as local authority housing, the benefits agency, social services, in order to provide the best service to each individual.

The service is co-ordinated from purpose-built premises in an industrial area of Inverness. The service appointed a suitably qualified manager in 2008, to oversee the day-to-day running of the service and to provide support and supervision to the team leader and support workers employed within the service.

The aims of the service include providing a person-centred, housing support service, to help people to develop skills for independence and to provide appropriate training and supervision of staff, to ensure a quality service.

What people told us

People who used the service were very positive about the care and support they received. Comments noted included the following:

- 'Very helpful, doing all required to resolve any housing issues I had.'
- 'Support service that I am getting is excellent and I have no complaints at all.'
- 'I have great support from New Start.'
- 'I get great support from She always has time to support me. I would be totally lost right now without her at the moment.'
- 'Without New Start I would not be where I am now.'
- 'New Start have helped me to move on from homeless accommodation to a permanent tenancy.'
- 'New Start set up my utilities, welfare applications.'
- 'My quality of life has changed dramatically and for this I can't thank the service enough.'
- 'Wonderful connection with empathetic support person that understands me and my needs, someone who really listens.'
- 'I don't know what I would do without the support I receive. They go above their jobs always.'
- 'My support is always there at the end of the phone.'
- 'I think New Start Highland is just fantastic.'

Self assessment

We did not request a self assessment in this inspection year.

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	6 - Excellent

What the service does well

We found at this inspection that New Start Highland, Housing Support Service continued to provide an excellent and valuable service to people who needed assistance to manage their own tenancies and minimise the risk of losing their homes.

People were supported to make individual choices and achieve their potential through a very person-centred approach. At all times, the work of the service was based on a set of core principles, which included relationships, dignity, respect, realising potential, equality and choice. Service users we spoke with confirmed this. 'They helped me to move from homeless accommodation to a permanent tenancy and I can't thank them enough for their support.'

The support plans that were in place for people were excellent. Support plans were based around the needs of people. It was clear that they had been fully involved when these were drawn up. Support plans were reviewed on a regular basis and this ensured they were up to date. Support plans that we examined were well written, easy to read and clearly identified outcomes to be achieved. When required, there were appropriate risk assessments in place.

People were supported to achieve a level of independence. However, a major part of the service's role was to ensure tenancies were maintained and people supported to achieve this. To this end, the service offered support with benefits issues, budgeting and dealing with official agencies. Feedback we received from service users confirmed this. 'Without the support of New Start I don't know where I would be today.'

Since our last inspection there had been changes to the benefits systems. Universal Credits had been introduced and this had created many challenges for people. For example, the use of technology had impacted on people's ability to access benefits. Many people did not have access to the internet, or other IT equipment and in some remote areas, it was impossible to access the internet. Some people did not have, or had lost, their mobile phones and this again presented them with major challenges. However, staff at New Start Highland overcame these challenges and supported people to access the relevant services. People told us 'The service was a life line for me as I would not have got any benefits without their help.'

People were encouraged to take part in volunteering or gain employment and this clearly improved their circumstances and self esteem.

Since our last inspection the service had carried out many improvements. For example, they had extended their service to remote areas of Scotland, particularly to vulnerable people in deprived areas. This had improved outcomes for vulnerable people, as prior to this, no services were available.

The service continued to provide outstanding support to refugees from Syria. This work was exceptional and had been recognised in the Refugee Local Partnership Awards associated with Third Sector Group partnership of 2016. The work being carried out by New Start Highland in respect of this was indeed, sector leading.

Staff we spoke with were clearly dedicated to their work in all aspects of service provision. Staff were well trained and well supported by a structured management team. Staff were faced with many challenges during the course of their work, particularly when working with people from other countries whose cultures staff had to learn about.

Staff were clear about the protocols to be followed in the case of a child or adult protection issue. We were assured that the correct procedures would be followed.

People who used the service and other agencies spoke highly of the staff team. People we spoke with and other agencies confirmed this and we have noted individual comments in this report.

The service was led by a strong management team. The management team were supportive of all staff and led by example. Strong audit systems were in place and this ensured the quality of the service continued to be monitored.

All in all, we found that New Start Highland was operating to an excellent standard and was exceeding the expectations of the Health and Social Care Standards.

What the service could do better

The service should continue to think of innovative ways in which the service could improve and continue to maintain the current level of excellent practice.

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.

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
16 Dec 2016	Unannounced	Care and support Environment Staffing Management and leadership
		6 - Excellent Not assessed 6 - Excellent 6 - Excellent
13 Mar 2015	Unannounced	Care and support Environment Staffing Management and leadership
		6 - Excellent Not assessed 6 - Excellent 6 - Excellent
12 Jun 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership
		6 - Excellent Not assessed 6 - Excellent 6 - Excellent
24 Feb 2012	Announced (short notice)	Care and support Environment Staffing Management and leadership
		6 - Excellent Not assessed 5 - Very good Not assessed
12 Dec 2008	Announced	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed 5 - Very good 4 - 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 ਵਿੱਚ 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.