Clydebank Women's Aid - Housing Support Unit
Housing Support Service
Clydebank

Inspected by:  Marjorie Bain
Type of inspection:  Unannounced
Inspection completed on:  15 March 2012
Contents

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Service provided by:
Clydebank Women’s Aid

Service provider number:
SP2003003314

Care service number:
CS2004061766

Contact details for the inspector who inspected this service:
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Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

We gave the service these grades

<table>
<thead>
<tr>
<th>Area</th>
<th>Grade</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>Quality of Care and Support</td>
<td>5</td>
<td>Very Good</td>
</tr>
<tr>
<td>Quality of Staffing</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Quality of Management and Leadership</td>
<td>5</td>
<td>Very Good</td>
</tr>
</tbody>
</table>

What the service does well

The service is very person centred in their approach to supporting women and children and ensures at all times that a safe environment is provided.

What the service could do better

The service has made good progress identifying a staff appraisal scheme which it plans to introduce and in partnership with Scottish Women’s Aid will participate in a new quality assurance scheme by adopting National Service Standards.

What the service has done since the last inspection

The service has improved its record keeping and now provides each person new to the service with a comprehensive welcome pack which includes the most recent Care Inspectorate report.

Conclusion

This is a service that puts women and children at the heart of all that they do and through effective team working offer a comprehensive support service which includes offering outreach support once people have left the refuge.

Who did this inspection

Marjorie Bain
1 About the service we inspected

Before 1 April 2011 this service was registered with the Care Commission. On this date new scrutiny body, Social Care and Social Work Improvement Scotland (SCSWIS), took over the work of the Care Commission, including the registration of care services. This means that from 1 April 2011 this service continued its registration under the new body, SCSWIS.

Clydebank Women’s aid provides temporary accommodation and a safe place for women and their children to stay, where the women have suffered abuse (mental, physical or sexual) in their home or within a relationship with a partner or family. Support is available on a daily basis and an emergency on-call is available at evenings and weekends. Further support and information is provided through the Out Reach Service and Rolling Programme to women in the community.

The service aims and objectives of the service include the following statement: ‘Clydebank Women’s Aid aim to listen to users and to offer support and information to women’. The service works in close liaison with Scottish Women’s Aid and has adopted their National Service Standards a quality assurance tool to develop and maintain quality support services.

The service also provides an Outreach Service to children and young people. Workers meet with children, who may have or may be experiencing domestic violence in their own homes, on a one to one basis. The aims and objectives of this aspect of the service include the following statements:

‘Clydebank Women’s Aid is committed to providing non-judgemental support and information to any child or young person who is experiencing domestic abuse. Clydebank Women’s Aid believes that all children and young people should have the right to safety from abuse therefore Clydebank Women’s Aid does not condone physical abuse, bullying, threats or verbal abuse and we seek to work in non abusive environments’.

The refuge was fully occupied when we visited.

Based on the findings of this inspection this service has been awarded the following grades:

**Quality of Care and Support** - Grade 5 - Very Good  
**Quality of Staffing** - N/A  
**Quality of Management and Leadership** - Grade 5 - Very Good
This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.scswis.com or by calling us on 0845 600 9527 or visiting one of our offices.
2 How we inspected this service

The level of inspection we carried out
In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

What we did during the inspection
In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

We inspected the service over two days, 9:20 to 16:55 on 9 February and 9:15 to 11:45 on 10 February 2012.

We issued 10 Quality Standards Questionnaires to service users and 4 were returned prior to the inspection. We issued 5 Quality Standards Questionnaires to staff and 4 were returned prior to the inspection.

In this inspection we gathered evidence from various sources, including the relevant sections of policies, procedures, records and other documents, including:

Annual Return
Self Assessment
Support Policy
Appraisal Policy
Care Standards Questionnaires for people using the service (4)
Bill of Rights For Women
Charter of Rights
Women’s Aid in Scotland - National Service Standards
Vision Statement and Priorities
VAV (Voice Against Violence) Newsletter
Information about Young Person’s Group
Report by University of Strathclyde
Providing Support and Preventing Isolation - An Evaluation of Clydebank Women’s Aid children and Young People’s Service - 2011
Scottish Women’s Aid - National Outcome Evaluation Project 2010
Service Welcome Pack
Feedback Forms
DVD - Dancing in the Kitchen (2011)
Outcome of Focus Group (December 2011)
Thank You cards
Met people using the service (3)
Staff Questionnaires (4)
Observed part of a business meeting
Met members of Co-operative (5)

**Grading the service against quality themes and statements**

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

**Inspection Focus Areas (IFAs)**

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

**Fire safety issues**

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services’ responsibilities for fire safety at www.firelawscotland.org
What the service has done to meet any recommendations we made at our last inspection

We have reported on progress on recommendations made at the last inspection in Quality Statement 1.1 and 4.2 of this report.

The annual return

Every year all care services must complete an ‘annual return’ form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic

Comments on Self Assessment

Every year all care services must complete a ‘self assessment’ form telling us how their service is performing. We check to make sure this assessment is accurate.

We received a fully completed self assessment document from the service provider. We were satisfied with the way the service provider had completed this and with the relevant information they had given us for each of the headings that we grade them under. The service told us how people using the service had informed their self assessment.

Taking the views of people using the care service into account

Prior to the inspection we received four completed Care Standards Questionnaires. All expressed high levels of satisfaction with the service. The only area of concern was that one person did not know about the service’s complaints procedure and no-one knew how to complain to the Care Inspectorate. The service has provided people with information about how to complain but will regularly remind people how to do this.

‘Staff were very supportive and helpful I couldn’t have asked for better. They helped me build up my confidence and were there if I needed them’.

We met three women who use the service during the inspection and everyone was very complimentary about all members of staff and valued the support they were receiving.

Taking carers’ views into account

We did not meet any carers during this inspection.
3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

**Quality Theme 1: Quality of Care and Support**

Grade awarded for this theme: 5 - Very Good

**Statement 1**

We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

**Service strengths**

The service was found to be operating at a very good level in relation to this Quality Statement.

When women first arrive at the refuge they receive a welcome pack which contains information about what the service can offer, how to contact staff 24 hours a day, and a local map and details about local community resources.

The service actively seeks feedback from people using the service in a number of ways: one to one meetings; focus groups; questionnaires and in addition the service participates in Scottish Women’s Aid annual survey of the opinions of people using refuge services. Some of the feedback the service received included:

‘Unsure what it would be like at first but after arriving I wished I had done it years ago’

‘I can approach anyone and feel safe’

‘I felt more than welcome and thank you for all your help’

‘Very nice friendly helpful staff. Always there if you need them’.

Sometimes women make suggestions about how they think the service can improve. One person had told staff that they did not think staff were passing on the most up-to-date information about housing options. Training was arranged for staff to address this issue. There are regular refuge meetings and a suggestion was made that toilet paper should be included in the welcome pack and this has now been done. Some suggestions are more difficult to address. For example, one suggestion was that accommodation should be allocated according to age, to help women of similar age
groups as they might have more in common. However, the emergency nature of the service would make it impossible to achieve this as the service has no way of knowing who and when people will need to access the service. Staff’s experience is that women often support each other irrespective of age differences.

One of the women we met had been involved in the production of a DVD that enabled several women to tell their own story about surviving domestic abuse. We viewed the film and found it powerful as each woman told their individual story.

We met three women, including one person who no longer lived in the refuge but continues to access support. All told us how helpful, respectful and supportive staff were during their time in the refuge and how they knew they would continue to be supported when they left. One woman described staff as ‘angels’.

The service hopes to move to new accommodation at some point in the near future and people using the service have been involved in contributing ideas and suggestions for how this might best be done.

**Areas for improvement**

We made a recommendation in our last report that the service should develop a welcome pack, this has been done and this recommendation has been met.

The service will continue to tailor how it seeks feedback from women depending on each individual’s preferences for how they wish to be consulted.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0
Statement 5
We respond to service users’ care and support needs using person centered values.

Service strengths
The service was found to be operating at a very good level in relation to this Quality Statement.

When women first arrive they often have no access to funds and staff ensures support is provided to access appropriate benefits. Women are supported to access legal advice and advocacy services and supported through any legal proceedings. Assistance with letter writing is also provided.

The support needs of every woman varies, and where they are accompanied by their children, assistance is given to gain access to local nurseries and schools. One to one and group activities are offered to children and young people throughout their time in the refuge and follow on support is also offered. A number of the young people have been involved in national projects including presenting their views on abuse and the needs of children and young people to Scottish Government Ministers.

The collective have made a conscious decision not to operate a key worker system to ensure that women can access any staff of their choosing and receive a consistent level of support. One of the women we spoke to told us they were comfortable speaking to all members of staff and that when she needed to talk to someone there was always someone available who made time for them.

We examined the support plans of four people using the service. We found that staff made regular recordings of their contact with people using the service and charted progress on assisting women to access benefits, legal advice, keep health appointments and explore housing options. Staff often support women who have complex issues as a result of abuse. Good team working ensures that all members of staff can provide effective and consistent support to all women, children and young people.

For some women, English is not their first language and the service arranges access to translation services to ensure women understand the options available to them.

The service seeks regular feedback about services provided:

'Before refuge I thought I had no way out and was so low but the staff helped me with support and guidance and helped me to a better future. I now feel so much better and that life is getting back to how it should be. The staff are there for any reason whether it's support, information or even a chat. You are given your own space too when you need it they don’t interfere in your life but will always be there if you need them'.
We met with three women, one of whom no longer lives in the refuge but accesses ongoing support. One woman was being supported to regain access to their tenancy and was being offered support not only for themselves but also for their children. Another woman described how they had first come to the refuge and how each and every member of staff was supporting them to build a new life. One woman had been given lots of support when they first arrived and then helped to move to their own accommodation. They had continued to access support and met the service’s support and access worker twice weekly and were supported to participate in a range of activities. They told us how the support they had received had helped them rebuild their confidence. One of the women we spoke to hoped one day to be able to go to college and were being assisted to enquire about educational opportunities. One woman was able to meet with us as the service was taking their children on an outing, providing them with some much needed time for themselves.

Two of the women we met stressed the importance for them of being in an environment free from discrimination.

There are regular refuge meetings and women are free to raise any issues or concerns. Some women had raised concerns that police sometimes contacted the refuge when staff are not on the premises and this placed some women in a state of alarm. The service has an agreed protocol with police to avoid such situations and staff advised they would hold further discussions to ensure that police complied with the spirit of their agreed protocol. The service places the highest priority on maintaining the safety of women, children and young people at all times.

Areas for improvement

The service is reviewing their housing support plan format and is preparing to participate in Scottish Women’s Aid National Service Standards to help them further improve and develop their service.

Grade awarded for this statement:  5 - Very Good

Number of requirements:  0

Number of recommendations:  0
Quality Theme 3: Quality of Staffing - NOT ASSESSED
Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 5 - Very Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.

Service strengths

The service was found to be operating at a very good level in relation to this Quality Statement.

The service has devised a variety of ways (see Quality Statement 1.1) of offering people using their service the opportunity to provide feedback about the quality of service being provided. Feedback can be provided anonymously where this is preferred. In addition, Scottish Women’s Aid annually undertakes a survey to obtain women’s views on the service. The most recent survey indicated high levels of satisfaction with the service and some women provided comments:

‘2 years on I think I am more confident and aware of how others treat me’

‘My time in refuge allowed me to rebuild my confidence and strength’

‘Women’s Aid were there for me when everyone else was busy! I could not have left my abusive situation without them’

Where feedback is received that suggests staff need to improve their knowledge in particular areas then training is arranged to address these issues.

Women provide feedback via one to one sessions; focus groups and questionnaires. Women also have access to a laptop where feedback can be provided. Children and young people have boards where they can document their thoughts and views about the service.

During 2010 and 2011 an independent evaluation of the service’s work with children and young people was undertaken. The following are some the evaluation’s findings:

All of the young people were extremely positive about the group work with many referring to the opportunities the group provided outside of their normal environment and to socialise with others who have been through similar experiences

The fact that the women are specifically trained in domestic abuse makes a big difference to the young people, with many saying they could not speak to other professionals in the same way as they can with Women’s Aid workers
It is crucial that the service is not just focused on working with young people, but that young people, who are experts in their own situation, have a real say in the way the service progresses. It was found that the existing service does attempt on a number of levels to ensure the young people are active participants in the progression of the service for others.

The service is run by a collective and as such has no hierarchical structure. The women that we met during the inspection commented very positively about the support and assistance they received from all staff and said that staff always made time for them.

One of the women we met, told us how important it was that staff had 'believed them' when they shared their story of abuse. They asked that we include in our report the need for more refuge spaces so everyone could get the type of help that they were receiving.

**Areas for improvement**
The service will continue to offer a variety of ways of people providing feedback about the quality of service being delivered.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0
Statement 2

We involve our workforce in determining the direction and future objectives of the service.

Service strengths

The service was found to be operating at a very good level in relation to this Quality Statement.

All aspects of service development are discussed at weekly business meetings and on occasions development days are held to help the service further improve. The service plans to have two development days each year, using an external Scottish Women’s Aid facilitator, to help them chart progress and develop new ideas and projects.

Staff share tasks and specific staff members are tasked with developing particular areas of the service. On major issues staff may hold responsibility for a specific area, for example for up to two years, to enable them to develop an expertise, learn new skills and achieve progress. Roles and responsibilities are regularly reviewed and the whole staff team review progress. By regularly changing roles within the service, skills and expertise is shared and staff new to certain roles are supported by others to develop new skills.

As there is no hierarchy within the staff team, supervision and mentoring is shared and staff can ask to meet with a colleague to discuss any particular concerns or issues. If issues cannot be resolved in this way the whole staff team discuss at worker meetings how to achieve solutions. Business meetings are held weekly to oversee and manage the day to day running of the service. Individual members of staff represent the service on a number of partnership organisations and provide regular reports to the local authority who commission their services and to the Big Lottery who support some of their projects. Staff have established good links with a number of supportive local businesses and one business had helped them develop their garden area to provide outdoor facilities for women and children.

As part of our inspection we asked and gained agreement to observe part of a staff business meeting. Staff discussions highlighted how tasks were shared within the team and progress reports were given and discussed. For example, two members of staff had been tasked with preparing for the Care Inspectorate inspection and overseeing the preparation of the service’s self assessment. Other staff reported on a successful Big Lottery funding application for work with children and young people. We were impressed with the high level of enthusiasm and commitment demonstrated by all staff to offering the highest possible standard of service to the women, children and young people receiving support.

Areas for improvement

At the last inspection we made four recommendations linked to this Quality Theme.
A record should be maintained of workers meetings.

National Care Standards - Housing Support - standard 3 - Management and staffing arrangements.

Records of meetings are now kept, this recommendation has been met.

A record of training should be maintained.

National Care Standards - Housing Support - standard 3 - Management and staffing arrangements.

Training records are now kept this recommendation has been met.

Staff should continue with plans to consider the effectiveness of implementing an appraisal/review system.

National Care Standards - Housing Support - standard 3 - Management and staffing arrangements.

Following discussion with Scottish Women’s Aid staff had identified their preferred appraisal scheme and taken employment related legal advice, but this had not yet been implemented. We will repeat the recommendation and assess progress at the next inspection.

Staff should proceed with plans to implement a monitoring and evaluation system.

National Care Standards - Housing Support - standard 3 - Management and staffing arrangements.

The service had been involved in discussions with Scottish Women’s Aid and contributed to the development of a National Service Standards document which has the support of the Convention of Scottish Local Authorities (COSLA) and Scottish Government. This is a comprehensive quality assurance system designed to help Women’s Aid organisations monitor and evaluate refuge services. Services will be teamed with other services to offer a degree of independent audit. Central to this new approach to evaluating services is ensuring a range of meaningful participation and feedback opportunities are always provided to people receiving support. As the system has not yet been implemented we will repeat the recommendation in this report and assess progress at the next inspection.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 2
Recommendations

1. Staff should continue with plans to consider the effectiveness of implementing an appraisal/review system.

   National Care Standards - Housing Support - standard 3 - Management and staffing arrangements.

2. Staff should proceed with plans to implement a monitoring and evaluation system.

   National Care Standards - Housing Support - standard 3 - Management and staffing arrangements.
4 Other information

Complaints
No complaints have been upheld, or partially upheld, since the last inspection.

Enforcements
We have taken no enforcement action against this care service since the last inspection.

Additional Information
None

Action Plan
Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in SCSWIS re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).
5  Summary of grades

<table>
<thead>
<tr>
<th>Quality of Care and Support - 5 - Very Good</th>
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<tbody>
<tr>
<td>Statement 1</td>
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<tr>
<td>Statement 5</td>
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| Quality of Staffing - Not Assessed |

<table>
<thead>
<tr>
<th>Quality of Management and Leadership - 5 - Very Good</th>
</tr>
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<tbody>
<tr>
<td>Statement 1</td>
</tr>
<tr>
<td>Statement 2</td>
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6  Inspection and grading history

<table>
<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
</tr>
</thead>
<tbody>
<tr>
<td>11 Mar 2009</td>
<td>Announced</td>
<td>Care and support 5 - Very Good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Staffing 4 - Good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Management and Leadership 4 - Good</td>
</tr>
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</table>

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.
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شاعر بایتسد ریم روزامز رگمی روا رولیکش رگمی رپ شرابزغ تعاشرا دی
केली ‘जे है पुवर्गमल तेने तारुण अवे तेछलं क्रामशः हिंदी शैलक्ष्य ते।
بیش از دیگر اطلاعات در وبسایت ما انرژی دی و روشانیتی این
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