

Jericho Society Dundee Housing Support Housing Support Service

Jericho House
36 Artillery Lane
Dundee
DD1 1PE

Telephone: 01382 223627

Type of inspection:

Unannounced

Completed on:

5 September 2019

Service provided by:

The Jericho Benedictine Society

Service provider number:

SP2003000252

Service no:

CS2004069918

About the service

Jericho Society Dundee Housing Support Service and Jericho Society Dundee Care at Home are a combined housing support and care at home support service. They offer a service to men aged 18 and over with substance abuse issues.

The services are based in a house of multiple occupancy (HMO) near the centre of Dundee, which provides full board in individual flats for up to 12 men at one time. Service users also have access to communal areas including a dining room and kitchen, reading room, games room, TV lounge and group room; laundry facilities are also available. The premises are staffed on a 24-hour basis. The staff team is led by a full-time manager.

The services base their alcohol recovery work on an adapted 12-step programme developed by Alcoholics Anonymous (AA). Their aims and objectives are:

- To help those who are 'passed by on the other side' to get another chance at life and choose it.
- To be a place which is safe, secure and sober for all those involved in the recovery model.
- To support and share with service users our experience, strength and hope in an atmosphere of mutual respect, privacy, confidentiality, participation, meaningful activity and personal choice.

The provider of the services is the Jericho Benedictine Society, a registered Scottish Charity and unincorporated association which has its principal office in Kilbarchan, Renfrewshire. The Society's purpose is to 'implement the charitable ideal inspired by the Lord's parable of the Good Samaritan who did not 'pass by on the other side'. The Society has a total of six care services in Scotland.

What people told us

Prior to the inspection we received five Care Standards Questionnaires (CSQs), they all indicated that they strongly agreed that they were overall happy with the care and support provided. Comments included:

"Great staff at Jericho house, great support, Jericho saved my life, can't say a bad thing about the place totally amazing support and feel safe here at Jericho."

"In my time in Jericho house I have been treated well by the staff and have had the help and support I have needed. I am ready to move on and don't feel I could have got to where I am without this service, I am getting all the help needed to move on and have discussed an after care plan with my sponsor."

During the inspection we spent time speaking to people who were being supported and spoke to seven people face-to-face. The feedback we received was very positive about the support people had received.

Comments included:

"I had tried other treatments, a member of the AA recommended here, I was assessed and in the next day, when I came in I got an induction, every thing was clear no grey areas."

"All the staff you can approach them at any time and you have your sponsor."

"Realistic advice, all the staff have been through this themselves and are relatable."

"The service has made a maximum difference, I don't hold resentment, anger, a new mind-set, it helped me develop as an adult."

"I am starting to get ready for moving on, I want to get my own place and I want to help people with addictions."

"When I came in I had lost all my confidence, I was a shell of myself, now I've worked hard and want to be the best version of myself I can be."

"This has worked for me because it explained my illness, the staff are inspirational because of their lived experience and the years they have been sober, they understand what you are going through."

"It's been good I have enjoyed it at Jericho House, it was my time I knew I couldn't do it myself."

"I've never had any problems with the staff I get on well with all of them. It's definitely been helpful that they have experienced what I have, the support I had before they didn't understand."

"Definitely it has changed my life no doubting that, I will miss here, it will be strange leaving I have got a house and moving out, when I leave I will keep my sponsor and will be looking to come back as a volunteer."

"The only thing that I can see is wrong is the wait for funding to come in."

"So thankful to get in here."

"It's helped me look back on my life."

"I attend daily AA meetings."

"It's a place of safety and recovery."

"This place has helped change my life."

"Food is excellent."

"Could end up getting the Jericho Belly."

"This is by far the best" when comparing to expensive rehab.

"Helps that staff have been through the same thing."

"AA will now always be in my life."

"Could have ended up so much worse."

"Could be combustible here but it's not like that."

"It's a therapeutic community."

"If you can't cook the chef sets up 4-week cooking course with you. Also helps with budgeting."

"Staff are always helpful."

"I like that they've been through it themselves."

"Feels like a family."

"It's gave me my life back."

"It's changed my life."

"They understand (staff) they know what we are going through."

"For me it's working."

"So supportive."

"Feeling a better person."

"Everyday I'm learning something."

"If someone thought this was a negative experience then they're doing it all wrong."

"I don't believe they can do enough for you."

"They've saved my life."

"To know that I don't need to drink is a massive thing for me, thanks to this place."

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own improvement plan and quality assurance paperwork. These demonstrated their priorities for development and how they were monitoring of the quality of the provision within the service.

From this inspection we graded this service as:

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

What the service does well

During this inspection we focussed on the quality of Care and Support and Staffing. We graded the quality of care and support 6 excellent and staffing as 5 very good. An evaluation of excellent describes performance which is sector leading and supports experiences and outcomes for people which are outstandingly high quality.

People should expect that their care and support plans are right for them, that they set out how their support needs will be met as well as their wishes and choices. We looked at five support plans and saw these were person centred manner and contained a range of information that would help guide staff to support people in the way that they wanted. We saw that people who used the service were fully involved in reflecting on how the support was working for them and any support they needed during regular reviews.

When people first moved in they were fully assessed and an initial plan was developed with them and they were given an induction to the service.

The staff in the service had developed strong and positive partnerships with other professionals Community Psychiatric Nurses, General Practitioners, Psychiatrist and Psychologists to ensure people's physical, emotional and mental health needs were met. People spoken with described how this had helped them especially when they first moved in and were most vulnerable.

Guidance and advice from other professionals was clearly signposted within support plans and could be easily located within folders. Correspondence in care files showed that people were supported to take positive steps to improve their health and wellbeing.

"If you can't cook the chef sets up 4-week cooking course with you. Also helps with budgeting."

"I am starting to get ready for moving on, I want to get my own place and I want to help people with addictions."

"When I came in I had lost all my confidence, I was a shell of myself, now I've worked hard and want to be the best version of myself I can be."

"To know that I don't need to drink is a massive thing for me, thanks to this place."

People were supported as part of their recovery to develop their skills, knowledge and to develop networks of support to help them to move on such as food hygiene courses, college courses volunteer and employment.

The service also had an agreement with a housing association which meant four flats were available each year to provide accommodation when people were ready to move on.

When people moved on they were encouraged to maintain close links with the service and support continued when they left. People described being part of a supportive community which helped them through tough times. Also people felt it was very important to them to be able to help others with addiction problems and people often came back to volunteer in the service.

Every person using the service we spoke with told us about the positive and life changing outcomes they had achieved since they had come into Jericho House and how they had been supported to re-engage with their communities and families.

"Definitely it has changed my life no doubting that, I will miss here, it will be strange leaving I have got a house and moving out, when I leave I will keep my sponsor and will be looking to come back as a volunteer."

"The service has made a maximum difference, I don't hold resentment, anger, a new mind-set, it helped me develop as an adult."

"I am starting to get ready for moving on, I want to get my own place and I want to help people with addictions."

People using the service should have confidence in the staff because they are trained, competent, skilled, are able to reflect upon practice, and follow their professional and organisational codes.

Staff training records showed staff had access to a variety of training to support them to carry out their role (see areas for improvement). One of the things that people told us was very important to them was the shared and lived experience of staff which meant that they had an invaluable insight into what they were going through and that allowed them to be non judgemental, and able to pass on their knowledge and to give them relevant advice.

All the people spoken with gave very positive feedback about the staff and how their support had helped them with their recovery which had led to life changing positive outcomes. In addition they thought the staff were very respectful, supportive, friendly and approachable (see what people told us).

Staff had access to formal qualifications such as Scottish Vocational Qualifications (SVQ). Staff were registered with the (SSSC).

To support staff to do their jobs they had access to regular team meetings, supervision and appraisals where they could share information, experiences, suggestions and issues.

What the service could do better

We discussed an area for improvement with the manager of the service during feedback.

Staff received a selection of training to help them to carry out their work, staff thought the quality of this was good. To enhance staff skills further and to ensure they maintained their skills by developing a training plan which outlines any essential learning and necessary refreshers. This should include training in mental health issues, managing conflict, medication, Adult Support and Protection, health and safety, fire safety, and alcohol and substance abuse.

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
7 Nov 2018	Unannounced	<div>Care and support</div> <div>5 - Very good</div> <div>Environment</div> <div>Not assessed</div> <div>Staffing</div> <div>Not assessed</div> <div>Management and leadership</div> <div>5 - Very good</div>
26 Oct 2017	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>Not assessed</div>
12 Oct 2016	Unannounced	<div>Care and support</div> <div>4 - Good</div> <div>Environment</div> <div>Not assessed</div> <div>Staffing</div> <div>Not assessed</div> <div>Management and leadership</div> <div>4 - Good</div>
12 Nov 2015	Unannounced	<div>Care and support</div> <div>4 - Good</div> <div>Environment</div> <div>Not assessed</div> <div>Staffing</div> <div>4 - Good</div>

Date	Type	Gradings	
		Management and leadership	4 - Good
29 Jan 2015	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
29 Jan 2014	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	2 - Weak
		Management and leadership	2 - Weak
21 Nov 2012	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
5 Oct 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
6 Oct 2009	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
13 Nov 2008	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good

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