

Jericho Benedictines Housing Support Unit (Bank Street) Housing Support Service

5 - 7 Bank Street
Greenock
PA15 4PD

Telephone: 01475 741950

Type of inspection:
Unannounced

Completed on:
11 October 2019

Service provided by:
The Jericho Benedictine Society

Service provider number:
SP2003000252

Service no:
CS2009198981

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.

Jericho Benedictines Housing Support Unit Greenock was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

The service is registered as a combined housing support and care at home service to adults who have a drug addiction. The service supports men and women within two gender specific services in Greenock.

The Jericho Benedictine Society is the service provider and is a registered Scottish charity and unincorporated association.

The service promotes community involvement, family reconciliation, physical and emotional well-being and abstinence. The service adopts a 12 step model to help people address addiction issues, gain life skills, build confidence and maintain recovery. At the time of this inspection the service was supporting six women and 12 men.

What people told us

During this inspection we spoke with people being supported at the Bank Street and Shankland Road services, in total we spoke with 12 people. People told us that areas in their lives had improved since coming to Jericho and spoke highly about the service and staff. Comments included:

"They have given me my life back."

"They've helped me get back in touch with my family."

"My family and kids have benefitted from me being here."

"Jericho never gave up on me and I am five months abstinent."

"I get all my needs met in this service compared to any other services I've attended."

"I trust all the staff and know they will do anything to help me."

"I get treated with lots of respect and enjoy spending time with the staff."

"I am very happy with the care and support I receive."

Self assessment

We did not ask the provider to submit a self assessment in advance of this inspection.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of staffing	5 - Very Good
Quality of management and leadership	4 - Good

Quality of care and support

Findings from the inspection

People attributed the positive changes in their lives to the support they had received at Jericho. People said they had managed to maintain abstinence from substances. The positive impact this had on their health and well-being benefitted other areas of their lives.

People said that their relationships with family had improved. And, the family support group continued to foster hope in families and provided a safe space for relatives to be able to seek help themselves. People benefitted from seeing their families being able to access support. One person said that since being admitted into the service their child was doing better in school.

People said that the support of staff and peers helped them to feel safe, "It's like a family here" said one woman. We saw how residents who had been on the programme longer rallied round to support people who were just admitted. It was evident that this was a community that worked together to help itself.

Because staff had lived experience of recovery themselves people felt that they understood what they were going through and this helped them be able to open up more. "They have been where we're sitting" was a comment made. Staff relationships were key to helping people achieve good outcomes and people described staff as approachable and supportive.

The service provided an environment where people could focus on their recovery. There was an opportunity to learn new coping strategies that could help people manage their day-to-day interactions and challenges they may face when they returned to their communities. The service's links with Narcotics Anonymous helped people to develop valuable support networks.

To manage risk, a supply of Naloxone should be kept on site and the provider should assess if staff require refresher training to be able to administer this.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of staffing

Findings from the inspection

Staff demonstrated effective communication skills and people felt that the supportive relationships they developed with staff was fundamental to their recovery.

Staff facilitated regular keyworking meetings and these were an opportunity for people to review the progress they had made and set new goals.

We saw that people engaged naturally with staff at all levels, "there is no higher authority here" was a comment made by one person. People said that they were inspired by staff and volunteers who had lived experience of recovery themselves and could relate to them because of this.

On completion of the programme people could continue to be involved at the service as volunteers and the service benefited from their input. This provided an opportunity for people who wanted to give something back to demonstrate their appreciation. It was also a career pathway for people who wished to work in the sector.

We heard that some people who had completed the programme had recently secured employment with other care providers and we met a new worker who had themselves been a volunteer at the service.

There continued to be staffing shortages at the service. However, the commitment and dedication of staff had helped sustain the delivery of the service. We envisage that if the financial situation doesn't improve this will be difficult to maintain over the longer term.

Staff said that during their employment they had good access to training and development opportunities and there was further training planned. Some staff had recently received training to help them manage traumatic disclosure. Regular opportunities for staff to debrief helped to mitigate against staff experiencing vicarious trauma.

A trained counsellor volunteered at the men's service and continued to provide a valuable additional support option for people who wished to access counselling.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of management and leadership

Findings from the inspection

We saw that improvements had been made in the way the service recorded information about people being supported. The provider had worked in partnership with another organisation to develop a range of paperwork to help better evidence how people are supported to make positive changes in their lives across a number of areas.

The service had started using an outcome monitoring tool to help people to identify the changes they wanted to make and the steps they would take to achieve these.

Assessment, support planning and reviews which had previously existed in isolation were now linked to each other and had the potential to be more effective tools. We appreciate that it will take time for staff to become fully familiar with these new ways of working.

Since the last inspection the priority for improvements had been focused on ensuring the financial sustainability of the service. Whilst there was no service development plan, we could see that improvements had been made in some other areas since our last visit. We would encourage the provider to implement a service plan as an effective management tool to help them identify and address other improvement priorities.

It is essential that the provider progresses discussions with key partners to find a way to safely work with people who require a medically supported detox. An effective, workable and acceptable solution needs to be found to ensure that people do not need to experience unpleasant and unnecessary withdrawals in order to access the service and to help avoid the potential for people experiencing withdrawal to exit the service early, increasing the risks to their health and well-being.

This will help ensure that care and support are consistent with the Health and Social Care Standard "any treatment or intervention that I experience is safe and effective".

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

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 provider should develop a robust and dynamic approach to risk assessments. This should identify, implement and regularly review interventions to protect people from harm.

This takes account of the National Health and Social Care Standard 1.12 I am fully involved in assessing my emotional, psychological, social and physical needs at an early stage, regularly and when my needs change and Standard 3.21 I am protected because people are alert and respond to signs of significant deterioration in my health and wellbeing, that I may be unhappy or at risk of harm.

This recommendation was made on 20 March 2019.

Action taken on previous recommendation

Since the last inspection the provider had developed new risk assessment paperwork and has met this recommendation.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings
28 Jan 2019	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 3 - Adequate
20 Mar 2018	Unannounced	Care and support 3 - Adequate Environment Not assessed Staffing Not assessed Management and leadership 3 - Adequate
2 Mar 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
31 Mar 2016	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 5 - Very good
16 Dec 2014	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent Management and leadership 6 - Excellent

Date	Type	Gradings	
8 Jan 2014	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 6 - Excellent 6 - Excellent
14 Feb 2013	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 6 - Excellent 6 - Excellent
30 Jun 2011	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 6 - Excellent Not assessed
30 Nov 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed 4 - Good
17 Dec 2009	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 3 - Adequate

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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