

Open Door Accommodation Project Housing Support Service

Almondbank Centre
Sheil Walk
Livingston
EH54 5EH

Telephone: 01506 430221

Type of inspection:
Unannounced

Completed on:
11 February 2020

Service provided by:
Open Door Accommodation Project

Service provider number:
SP2008009881

Service no:
CS2008179364

About the service

The Open Door Accommodation Project is an independent charity which consists of integrated support services for young, homeless people between the ages of 16-25 years of age. Open Door exists to support young people who are homeless, or at risk of becoming homeless for a variety of reasons, for example family/relationship breakdown, social practical and behavioural problems. The service supports young people, in all aspects of their lives, to enable them, ultimately, to secure and maintain their own property or make positive choices about where and how they will live.

Open Door aims to support young people in the short term, working towards sustainable housing solutions offering long term independent living and improved life chances.

Open Door deliver additional projects to reduce youth homelessness and also to assist young people to go on to fulfil their potential.

Open Door is committed to working in partnership with other agencies in the provision of quality services for vulnerable young people and in advancing the aims of social justice by assisting young people to take their place in society.

A hostel in Livingston provides 10 time-limited residential placements and allows assessment of need to take place and appropriate accommodation options to be identified. Young people are supported to access their own tenancy or return to their family. All referrals to the accommodation are made through West Lothian Council.

There are nine supported accommodation flats in West Lothian which can accommodate 16 young people. The aim is to support these young people in acquiring the skills and experience necessary to move onto their own tenancies.

The service's conditions of registration are as follows:

1. To provide a service to people aged 16 - 25 years who are homeless, or at risk of being homeless, and who are living in their own homes, in shared accommodation or in a hostel setting.
2. The support will be provided by one staff team as agreed in the notice granting registration dated 10 February 2012.
3. The service will be available 24 hours, seven days a week in the hostel setting and from 9am - 9pm Monday to Friday to services users in the wider community.
4. The provider shall inform service users and their representatives that the care service is registered with the Care Inspectorate and shall ensure that they are made aware of the name of the registered service with its contact details, as it appears on the certificate.

What people told us

We visited the service on 13 December 2019 and then again on 08 January 2020. During our first visit we met with three young people being supported by the service. On our second visit we spoke one to one with one young person. We sent 20 Care Standards Questionnaires, ten of these were completed and returned to the Care Inspectorate.

We received generally positive feedback from the people being supported within the service. Young people told us the service organised a range of activities including group cooking sessions and craft sessions. Young people we spoke with did comment however the staff were sometimes busy and this might mean that

individuals would have to wait before a staff member had time to spend with them. They would like staff members to be able to spend more time with them and to organise more activities.

People using the service also made the following comments:

'I've had a lot of help from the staff.'

'I feel safe living here, its generally calm and easy going.'

'The staff are nice and polite.'

'I feel I could approach staff if I was getting any hassle.'

'They help because they report if anything in the flat is damaged and needs fixed.'

'Staff are helping me move forward in my life.'

'My room is OK, it was clean and has recently been repainted. I trust the staff ... I feel I can make a complaint if I want to and I know how to make a complaint.'

Self assessment

A self assessment was not requested prior to this inspection visit.

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	not assessed

What the service does well

We found that young people within the Open door Accommodation Project had a voice within the service. We found from speaking with the young people in the service that they felt that the staff within the service listened to their views. We found that young people had participated in staff recruitment as they had asked interviewees questions as part of the interview process.

Young people within the service told us that they generally enjoyed good relationships with staff members whom they described as respectful and understanding. Young people told us they met and spoke with their key worker regularly.

We found that the staff were supportive in terms of managing the interactions between young people within the service. This helped to ensure that individual young people were not unreasonably affected by the behaviour or actions of any other young person being supported within the project.

We found that there were support plans in place for each of the young people being supported. The young people we spoke with told us that they had been involved in identifying and agreeing their support needs.

This meant that all staff were able to access information needed to ensure that support provided was informed by an assessment of each individual's needs and wishes.

We found that there were risk assessments in place for the individual young people being supported. We also noted that there were child/adult protection policies and procedures in place. These measures helped to ensure that risks related to individuals being supported with the service were minimised.

Young people within the service received support on both a practical and an emotional level. Young people told us that staff had helped them with claiming for benefits, and applying for housing. We heard that staff helped young people to wake up on time to attend appointments with external agencies. If desired by the young people, staff members offered to make themselves available to accompany them to attend appointments at local agencies. We heard from young people that they had panic buttons within their room which they said they were able to use to call on staff if they felt at any particular risk.

We found that staff worked with local agencies to ensure that supports delivered across agencies were dovetailed. The service had also been successful in building their profile in the community and gaining support for the organisation and the young people they support. Since the last inspection an external organisation had volunteered individuals who decorated young people's flats.

We found from speaking with support staff that there was strong team working across the team of support staff. Staff within the service told us that they felt supported by the service manager. Other than the service manager, we found that the staff team received regular formal supervision. We heard from staff that supervision provided them with the opportunity to review their own performance and to address any areas for professional development.

We found that new staff had access to a core induction programme which included child protection and adult protection. More generally staff had access to a range of training and staff development opportunities which included mental health first aid, suicide intervention and awareness, sexual exploitation, equality and diversity, professional boundaries, alcohol and drug awareness, GDPR and risk assessment. We noted that training records were held within the service for each individual staff member. These records contained the details of training completed by each individual staff member. This ensured that the service manager was able to monitor the progress made by each staff member in terms of completing the necessary training related to their professional role.

What the service could do better

There is scope for improved communication across the wider organisation. The service should attempt to build cohesiveness between the staff team and the other members of the organisation. The service should develop their internal communication strategy in an effort to improve on internal relations within the organisation. Improved communication could contribute to improving staff resilience. Maximising staff resilience would help to ensure that staff are equipped to sustain the delivery of very good care and support.

Some staff members we spoke with commented that whilst they felt that there was a strong business base within the board membership there was scope to develop the board representation from housing and from social care/social work/health. The board could explore the representation of relevant professional groups within the board membership.

The service should ensure that the service manager receives regular formal supervision to support the manager within their role and to quality assure the operational management of the service.

The service has agreed to explore the possibility of carrying naloxone (this is an opiate blocker which when administered in the event of overdose can be life saving) within the service.

Progress with the identified areas for improvement will be followed up at the next inspection.

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	
30 Oct 2017	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
26 Jan 2016	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good
25 Feb 2014	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good
22 Jan 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good

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