

16+ Glasgow Housing Support Service

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Glasgow
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Telephone: 0141 332 8580

Type of inspection:
Unannounced

Completed on:
17 February 2020

Service provided by:
Barnardo's 'known as' Barnardo's
Scotland

Service provider number:
SP2003003405

Service no:
CS2004067409

About the service

This service has been operating since 2005 and registered with the Care Inspectorate since the Care Inspectorate was formed in 2011.

16+ is a Housing Support Service provided by Barnardo's.

16+ works in partnership with Glasgow City Council to provide support to young people, aged between 16 and 26 years. Young people will have been Looked After, or have had intensive social work involvement, and will reside in, or originate from, Glasgow.

The stated aim of the service is to: Provide a comprehensive community based transitional support service to young people aged 16 - 26.

The service states its objectives are:

That young people will have the range of skills both practically and emotionally and support networks sufficient to enable them to make a successful move into accommodation suited to their individual needs. Timescales for achieving this will be individually tailored.

To enable each young person to understand and come to terms with their past life experiences at their own pace.

To increase young peoples' confidence in their ability to identify their own capabilities, skills and limitations and by doing so assist them in developing towards their full potential.

To encourage young people to participate in all aspects of their society, including the direction and evaluation of this service.

The service has two shared properties. One provides support for up to four young people, and is staffed 24/7 with a member of staff sleeping over at night. The second supports three young people and is also staffed 24/7 but differs by having a waking night-shift and a staff member sleeping over.

At the time of our inspection the service had 19 satellite flats throughout the Glasgow area. These tenancies allow young people to try out living on their own with support from the project. Young people then move on to their own tenancies.

A recent innovation has been the joint work with a housing associating in providing two flats. Following a trial period with support, these can be allocated to young people on a permanent basis.

Once young people move on from 16+ they are offered continued support through the service's 'follow on' work. Staff offer young people support in their own accommodation and operate an out of hours on call service.

The service has an office base that allows young people to meet and be supported by staff and peers.

What people told us

We visited the service's premises on 17 December 2019 and then again on 10 January 2020. We spoke 1:1 with two young people during our first visit to the service. Then on our second visit we again spoke 1:1 with another two young people being supported by the service. Following our visit we spoke with young people by telephone.

We sent 14 Care Standards Questionnaires to people being supported by the service. Eight of these questionnaires were completed and returned to us.

Young people we spoke with were very positive about their experience of being supported by staff within the service. Young people told us that the staff within the service were good at listening to their views. We heard from young people that they generally enjoyed good relationships with the staff within the service.

People who had received support from the service made the following comments:

'We've done a few different group activities - outings and a camping trip ... I enjoyed the outings ... its escapism and pleasure.'

'I have got a satellite flat from Barnardo's. I'm hoping to get my own tenancy. I am happy with where I live ... My support worker helps me put bids in if anything interests me.'

'When I was on benefits they helped me with organising that. They also helped me apply for financial help from the social work department.'

'I think they try and help everyone. They helped me to the best of their ability.'

'I've got a nice wee flat, it was clean and well maintained when I got it. They clean it up before someone goes in - they make sure everything is spruced up.'

'The staff are a joy to work with. They are so helpful to people.'

'I'd recommend this service to young people. Staff are welcoming, they don't turn you away. And I can get help for as long as I want and need it. I've got good relationships with staff.'

'They help me with anything I have an issue with. They are always there to accommodate it.'

'They do nice outings. It'd be good if they had a people carrier to take people on outings - to have all the time. Staff are 100% respectful.'

'They've helped me, they've always been there when I've most needed them.'

'They've done good for me ... This service helped me to get where I am today. I never used to trust anyone. I started getting on with workers and I trust people a lot more. I feel the staff really care. Staff are respectful. I was stuck with things and the staff made phone calls on my behalf. They take time out to help people. Staff listened to me more than a social worker listened to me. Barnardo's work on things and help to find solutions ... They always listen - if they're busy they'll get back to you. Support for longer would help.'

'Staff are great, great service.'

'Barnardo's is an amazing and friendly welcoming place. The staff are on hand 24/7 and are easily approachable. They give good support and advice on what to do and next steps for after this project. They are nice when issues are quite hard to talk about.'

'I have good relationships with staff here. They helped me with budgeting, with emotional issues, with relationships. They've been so good to me. Staff listened, all the support was in response to what I'd identified I needed. Staff were respectful and flexible and worked round my timetable. Staff were non-judgemental. Staff understood what I'd experienced. Because of the support I've had from the service I was prepared for my own tenancy ... They've helped me with my life.'

'It's good knowing there's someone there for me. I've liked the on call and the welfare calls. At first they called me every night. They were there when I needed them. They come with me to appointments. They listen to me, they meet my nights ... I don't know what I'd have done without the welfare calls, I'd have been lost without them.'

'They visited me weekly to see how I'm doing. They sit down with me and explain things. They accompany me to appointments. They organise evening groups and outings, cooking, games and crafts sessions. They help me to keep me occupied, and give me something to look forward to. The support I've had has helped me in my life ... When I first moved to Barnardo's I didn't have a job. They referred me to skills development organisations and to Prince's Trust and I managed to get a job.'

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

Young people we spoke with told us their lifestyle and well being had improved whilst being supported by 16+ Glasgow. We heard from the young people we spoke with that they generally enjoyed positive relationships with staff. We heard that service listened to their views about the support they required. The young people we spoke with also told us that they found the staff were flexible in arranging when to meet.

One young person told us that she asked for a new support worker as she felt she didn't click with the staff member who supported her initially. We heard that the service responded to this request and this young person, at the time of inspection, had a different support worker, with whom she said she had a very good relationship.

Young people received support on both an emotional and a practical level. Young people enjoyed having relationships with staff that meant they felt able to discuss issues and confide in staff. We found that the service, in consultation with the young people, had organised different outings and social events. This helped young people to overcome their social isolation and develop their interests. Young people also

received support to develop skills in independent living. Staff advised young people on how to manage 'door control' in order for them to protect themselves from risks in the community. Practical support included providing young people with supplies of foodstuffs and cleaning products, if required. The service had established a local community network which meant they received regular donations which were passed onto young people. This included items which the service gave to young people at Christmas as well as household items which young people used to kit out their flats.

We observed that there were support plans and risk assessments in place to inform the support provided to young people within the service. This helped to ensure that support provided to each individual was informed by up to date assessment of risks and needs. We noted that there were child and adult protection policies and procedures in place within the service. The staff members maintained up to date recordings on events and developments in relation to the individual young people they were supporting. Staff members engaged in handovers between shifts to ensure new staff members coming on shift were updated with relevant information. This range of measures helped to ensure that risks in relation to individuals, within the service, were minimised.

We found the young people made good use of the service premises, dropping in regularly. A community based professional commented: 'It's a nice environment, when I'm there I see young people popping in and out.' One young person commented: 'The support is 100% helpful. The staff are always there to accommodate and to help. They help us access other agencies. It's great to have access to other agencies. It's great to have access to the telephone and to the computer.' We found evidence that staff routinely signposted young people to local community resources as appropriate. Staff also accompanied young people to attend appointments with external agencies if they wanted this support.

We found, from the staff we spoke with and from the feedback we received, that staff were caring and highly motivated in their roles. We found from speaking with staff that they were knowledgeable about the up to date circumstances and needs of the young people they were supporting. We found both staff morale and team working were strong. A staff member we spoke with made the following comment: 'I enjoy my job. I love it. It's a great team, they are really supportive. It's a positive place to work. You could go to the managers and ask them anything. We work hand in hand with each other, it's really good. A lot of the young people we support come back. The young people keep in contact and that's quite rewarding.'

Staff we spoke with told us they felt supported and we found they received regular supervision. Staff had access to a confidential counselling service if required. This helped to ensure staff members were able to maintain their resilience in order to provide the necessary emotional support the young people within the service required. Staff told us they had good access to training and professional development opportunities within Barnardo's. Training included regular updates on child protection and safeguarding. We noted that the service held training records electronically, for the whole staff team. This helped the service manager to monitor staff members' completion of relevant staff training on an ongoing basis. This in turn helped to ensure that the staff team maintained the required knowledge and skill to deliver a quality service to the young people being supported.

What the service could do better

A young person we spoke with suggested that the service install a bike stand for storing bikes when visiting the service. This suggestion was shared with the manager who has agreed to give this proposal further consideration.

The service has agreed to formalise arrangements for reviewing staff cover.

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

Progress with these areas of development 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

Recommendation 1

The service should notify the Care Inspectorate of incidents as detailed within "Guidance on notification reporting - All registered care services - Publication Code: OPS-0411-020".
NCS 3 Housing Support Services - Management and Staffing Arrangements.

This recommendation was made on 21 November 2017.

Action taken on previous recommendation

The service now submits regular notifications, as appropriate. this recommendation has been met.

Inspection and grading history

Date	Type	Gradings
21 Nov 2017	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
2 Dec 2015	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
20 Sep 2013	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
15 Jan 2013	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
20 Jul 2011	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
7 Sep 2009	Announced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
11 Sep 2008	Announced	Care and support 4 - Good Environment Not assessed

Date	Type	Gradings	
		Staffing	4 - Good
		Management and leadership	4 - Good

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