

Turnaround Throughcare Support Service

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Service provided by:
Turning Point Scotland

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About the service

This inspection was conducted remotely during the global pandemic. Turnaround Throughcare is a support service, care at home which was registered with the Care Inspectorate on 05 April 2019 and is managed by Turning Point Scotland. Turning Point Scotland Turnaround delivers focussed services that address the complex and interrelated issues of offending behaviour and problematic use of alcohol and other drugs. Turning Point Scotland redesigned their services to include this Throughcare service. Turnaround Throughcare provides recovery support to people living in the community who have had some involvement in offending. People receive support to stabilise in preparation for moving into Turning Point Scotland's residential service, Turnaround Residential. Then after a period of living within Turnaround Residential people receive support to return successfully to living in the community.

The service works in partnership with social work departments within 14 local authority areas including Angus, Argyll & Bute, Clackmannanshire, Dumfries & Galloway, East Ayrshire, East Dunbartonshire, East Renfrewshire, Fife, Inverclyde, North Ayrshire, Renfrewshire, South Ayrshire, South Lanarkshire and West Dunbartonshire.

Once the referral is received and assessment is complete individuals are transferred to the preparatory stage of the service and receive individualised, practical support in the community before entering Turnaround Residential service, based in Paisley, for a six-week programme of structured support. The preparatory stage aims to build on the assessment to develop a person-centred support plan to begin to address the immediate needs of individuals by linking them into recovery networks, mutual aid groups, community support and health services in their local area with the primary objective to ensure a smooth transition into Residential service.

Whilst individuals are in the Turnaround Residential service relationships are maintained by workers attending multi agency reviews during the six weeks stay.

As individuals prepare to leave the Residential service an asset-based approach helps build on their person-centred recovery plan to support the transition back to their local community. The Throughcare element of support is designed to help sustain their recovery and reduce offending behaviour and is offered for a maximum of 12 weeks after leaving Turnaround Residential. Turning Point Scotland aims to support people to build recovery capital and to be active citizens by providing opportunities for local inclusion and helping people engage in meaningful activity to build confidence and resilience.

The service states its aims and objectives are as stated below:

Aims:

- The service uses a person-centred planning process to provide an individually designed support plan. The support is recovery focused and based on the needs, goals and aspirations of the individual who engage with the service and eases the transition into Turnaround Residential service and back to the community
- Support will be person-centred, outcome focused and evidence based using Recovery Outcomes (RO) tool. Interventions will build motivation, recovery and resilience
- To support and encourage people to be active, responsible members of their community
- To recognise the potential of each individual and promote their right to utilise social opportunities.
- To support and encourage people to engage with community networks and support services
- To reduce the incidence and risk of overdose and drug related death
- To reduce instances and risk of reoffending

Objectives:

- Operate in a manner which strongly ensures the delivery of a quality service

- Support will be flexible and able to respond to changes in individual need/demand
- Our commitment to Citizenship underpins our work - we believe that everyone has a valued role to play in their family, community or wider society, that they should feel a sense of belonging and have a positive identity.
- Monitor, review and ensure implementation of risk assessment and management strategies within the service to ensure the wellbeing of individuals while promoting their choice
- Work with individuals to transition from Turnaround Residential back to their community by building on their strengths, assets and support to access community services and networks that help them to implement their individual recovery plan.
- Work in partnership with a range of stakeholders with clear communication & information sharing processes as well as ensuring that a quality service is delivered.
- Involving individuals & representatives in all areas of decision making
- Providing & supporting staff with relevant training and giving them the relevant information to carry out their role
- Monitor and evaluate service to ensure quality assurance and service improvement.
- Working in line with all Turning Point Scotland policies and procedures

No matter what issues brought people into contact with our services, Turning Point Scotland will treat them with our core values: Respect - Compassion - Inclusion - Integrity.

What people told us

This inspection commenced on 28 May 2021 and was completed on 17 June 2021. This inspection took place during the global Covid 19 pandemic. The inspection was conducted remotely using technology. Over the course of the inspection we spoke with seven people being supported by the service. We attempted to speak with two other people being supported but we were unsuccessful. These discussions were conducted by telephone.

We received mainly positive support from the people we spoke with who were being supported by the service. People felt the staff were respectful and non judgemental. People we spoke with particularly appreciated that some of the staff had 'lived experience'. Most of the people we spoke with commented on how frequent contact was from staff and that this was appreciated, particularly during the global pandemic when there was a risk of feeling isolated. Most of the people we spoke with told us they felt there should be the option to have support from the service for longer, if required.

People we spoke with made the following comments:

'I am having a good experience, my throughcare worker is the best support worker I've ever had ... When I got out from rehab I was dropped off at home and got help to set up my electricity and gas ... I got preparatory support before I went into Turnaround Residential ... I would like a longer throughcare period. I feel I would benefit from a longer throughcare period ... it should be as long as each person needs. I really appreciate that they are straight to the point. I would be back using if I didn't have the support'.

'I have just been on phone to my support worker - I'm awaiting a bed ... - My support worker calls me about three times a week and asks how I'm feeling ... At first I was asked to talk my way through my pattern of drug use. I feel comfortable talking to the support worker. We're going to have a face to face meeting soon ... I feel like I'm getting to know her - she seems like a very nice lady. I can't fault the support I'm getting at this stage. We talk regularly on the phone ... They have informed me about what to expect. My support worker is caring and helpful'.

'I've been through the Turnaround Residential programme - it was nice and relaxing, I was worried it would be like a prison. It was much more relaxed than that. I was speaking to one of the workers before you phoned ... I find the throughcare work helpful. This is my second week back in the community; I'm slowly getting used to outside world. There's challenges outside, I'll be getting the support for a while. I feel the support is just right. I met up with staff the day after I left. I was anxious at the time as I had just returned to the community - it was helpful. I did all the groups which helped. The staff are brand new. The staff understand; some workers have previously been addicted. It was tough going back (to the community) and avoiding temptation. I just need to find something to distract myself, I got a gym membership. It gave me the idea to go into care sector. I would like to help people with addictions - it transfers that experience into something positive'.

'I've been through Turnaround Residential, I found it absolutely brilliant. I've been in a few times. Every time I've been in it's been absolutely amazing. It helps to get me on my own meds. I did full the programme - I enjoyed the programme - I got a lot from it. I left in mid April and I still get contact from the staff. I got a phone call today and yesterday - it's really helpful. I've always found it helpful. They help you tap into a lot of services in the community ... Food was in an abundance (at Turnaround Residential) I gained weight. This got me into a good routine of eating at regular times and I'm trying to keep that up'.

'I'm still getting support from Turnaround Throughcare, I'm being supported after coming out of Turnaround Residential. The support has been great ... They gave me leaflets for groups, they visit, they call me, we go out for walks. I've had regular contact - about twice weekly ... the staff are great - they are very respectful ... They listen to me ... I had good relationships with the staff. I learned loads about looking after myself. I can't think of anything they could do differently. That's the best thing that has ever happened to me. I'm so glad I got the opportunity, I feel more in control of my life. My self esteem and my lifestyle have improved. Life is great at the moment. I've learned about coping strategies - with stress and anger. I went in at the right time. I feel like I've got a new lease of life. I've had help to establish a new and different lifestyle. They encouraged me to get into a routine'.

'I have been getting support for four weeks - I expect to go to Turnaround Residential in two weeks. I have contact with my support worker once a week - we talk about how I'm feeling and she asks me to identify targets. I think about it and come up with them and that motivates me. I'm looking forward to Turnaround Residential. My bag is packed ready to go. I like that I'll get help when I come out again. My support worker was saying maybe I could go to venture trust. I'm totally sold on the idea of going. Anything I ask I normally get an answer ... I think they're doing everything they possibly can. I'm impatient - I would like to go now. I've not had the support before that I'm getting now. I'm grabbing this opportunity with both hands. I tell my support worker that morning time is good to meet; we agree a time that suits us both for meeting. I get on well with my support worker, she's respectful. They're doing a brilliant job. It's a brilliant wee organisation'.

'Been in the community for eight weeks - I didn't really use the support when I came out. I went to one meeting with my support worker. I've been offered further meetings but I didn't attend ... I didn't really need the support when I came out ... Hoping to go into rehab in the future. Once I reduce I can then go into rehab. The six weeks at Turnaround Residential wasn't long enough, it should be longer but it's a really good programme. The staff do their utmost. I had preparation from my support worker who prepared me (for Turnaround Residential) by telling me what would be expected of me. My support worker contacted me twice a week to ask how I was doing - asked if I had covid and how I was getting on. If it wasn't for that I probably wouldn't have went to Turnaround Residential ... I Preferred the support from staff who had lived experience ... I got a lot out of the programme but I just wanted it to be for longer ... The good thing was the way you could go to the staff about anything. Staff would always be there to help you. They'd have helped

you anyway they could. The residential staff are all great ... I think it would be helpful if the service asked people which worker they would like to work with for the throughcare stage after people have left Turnaround Residential'. This individual agreed he would be happy for this feedback to be shared with the service. I shared these comments with the service manager who agreed to take the issues on board and to explore how this might inform future practice.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	5 - Very Good
How good is our leadership?	5 - Very Good
How good is our staff team?	5 - Very Good
How well is our care and support planned?	5 - Very Good

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

5 - Very Good

We spoke with people being supported by the service. We also received feedback from professionals who worked in partnership with the service. We found evidence that the staff members treated individuals they were supporting with respect. People being supported told us that staff listened to and respected their views generally, including their views on the support needs they identified. We found staff showed regard for people's dignity by respecting and taking on board their views. We heard examples, from people being supported, of how the service had listened to them: 'My support worker always checks when I'm available'. One community based professional who had worked in partnership with the service commented: 'Staff listen to people, for example, during the reviews they double check with the person being supported to confirm the accuracy of what's being said - and they also check everything has been covered that they want to discuss or address.'

We found that people were able to be clear about what to expect from the service as they were given the necessary information at the preparatory stage. We heard that staff were clear in their communication style, as reflected in this comment made by an individual being supported within the service: 'My support worker is always polite and straight to the point and doesn't speak in jargon, they speak my language'.

People we spoke with told us they trusted staff to keep information confidential, as appropriate, and to be non judgemental. The quality of working relationships people built up with staff within the service helped to ensure that support was delivered with care and compassion. Compassion towards individuals within the service was demonstrated both in the content of support plans which had been compiled for each individual as well as in the manner in which staff were described as interacting with people being supported. Everyone we spoke with who had been supported by the service commented that the staff were polite and approachable.

Staff within the service were supporting individuals to get the most out of life. This was achieved by providing support in practical ways including, for example, assistance to obtain a mobile phone and to set up a bank account. One person had specifically been supported to effectively renew contact with a family member. The following comment by one person being supported demonstrates how he was supported to get the most out of life: 'Its made a difference to me. My confidence has increased with the support and I've learned how to cope when I'm stressed. I've learnt so much. I'm still sober. I'm starting to get a new lease of life. Life is totally different, I'm feeling healthier. The advice they give has helped me.' The service was therefore supporting individuals to get the most out of life.

We found staff were encouraging individuals to engage in self-care. This included supporting individuals in relation to, for example, developing habits related to healthy eating as well as accessing specialist services such as addiction services and community support groups.

The support provided to improve self care is reflected in the following comment made by an individual we spoke with: 'I've been using drugs for a very long time ... I feel I'm learning that I can't keep doing this to myself. I'm learning to take care of myself. If it wasn't for them I wouldn't have bothered with AA meetings. I attend AA meetings via zoom ... I would be back using if I didn't have their support'.

We heard from people being supported and from staff within the service that contact had sometimes involved a staff member accompanying individuals on walks within the community such as in parks and on beaches. We found evidence that people were supported to develop skills in independent living and coping with living in the community. We heard from one person, who had been supported within the service, that they would like there to be more discussion around where in the community staff met up with people. This was in order to take into account any sensitivities around the work planned for that particular session. This feedback was discussed with the service manager who agreed to take this issue back to his team to ensure there was consideration of such factors when arranging future meetings in the community.

As referred to under 'What people told us' we heard that people would have liked to have the option to be supported for longer within the service. Community based professionals we spoke with also expressed the view that some people being supported might benefit from the opportunity to have support for longer. We have shared this feedback with the service manager although it is possible this timeframe is influenced by factors beyond the service.

The people we spoke with told us that they had managed to establish more stable lifestyles since receiving support from Turnaround Throughcare. Professionals in the community who had referred individuals to the service told us that the support from the service had helped individuals to make improvements to their lifestyles, which in turn had enhanced their well being. People's health and well being had therefore benefitted from the care and support provided to them within the service.

How good is our leadership?

5 - Very Good

Staff we spoke with told us they had confidence in the service manager's ability to continually consider and implement quality assurance and improvement within the service. Staff described feeling comfortable approaching the service manager to raise any ideas or concerns they had. Staff told us they were involved in discussion and decision making regarding service development and improvement. This was reflected in the following comment made by a member of staff whom we spoke with: 'At team meetings time is made for discussions and ad hoc meetings are convened when required.' These ways of working meant that improvements within the team were informed by a range of views and balanced decision making.

We read the service's incident records which demonstrated that Turning Point Scotland staff had engaged in prompt and pro-active interventions which had benefitted people being supported. Incident recording should be altered slightly to clarify in which part of the service the incident took place. This was discussed and agreed during the inspection.

Staff we spoke with told us that during the Covid19 pandemic they had received relevant training as well as being provided with updated guidance, on a regular basis, in response to changes in relevant government guidance. We heard, from staff we met with, that the organisation had introduced a range of measures during the pandemic which helped them to feel supported and which they also felt benefitted the people being supported. These measures included use of online meetings as well as some home working. Staff were provided with supplies of PPE equipment and said they felt confident using this equipment. Staff told us that their employer had been supportive in terms of their attendance at vaccine appointments. The service was therefore committed to implementing measures geared to infection prevention and control.

We found that the service made use of a GPS lone working system for staff. This staff member allowed for staff to log off at a scheduled time. If staff did not log off at the time expected then the management were automatically alerted. This quality assurance system helped to reassure staff in terms of their safety whilst working.

Turnaround Throughcare was comprised of a stable and close staff team who felt supported by their team members, the management and the wider Turning Point Scotland organisation. High staff retention contributed to enhancing the quality of care and support in terms of consistency of practice as well as supporting stability of relationships with people being supported.

As stated previously, this service supported people to prepare for a stay at Turnaround Residential and then supported them to prepare them to return to the community following this period at Turnaround Residential. We found evidence that the managers and staff teams within of each of these two services worked closely together to ensure that the service provision, to people being supported, was dovetailed across the two services.

The arrangements for staff supervision and staff training and monitoring of professional development (discussed in more detail under 'How good is our staff team') all reflect that quality assurance and improvement were well led within the service.

How good is our staff team?

5 - Very Good

Although this inspection was carried out during a global pandemic we found that people had confidence in the support they received as staff had received the necessary guidance and training they needed in relation to the pandemic (discussed in more detail previously in this report, under 'How good is our leadership?').

We found that staff we spoke with during the inspection had brought a wide range of relevant experience and training to their role. We found from speaking with staff within the service that they worked together closely as a team to share their skills and develop their understanding in order to ensure they were continuously improving on the quality of service they provided. The following comment by a staff member we spoke with reflects the strengths in teamworking across the service: 'I enjoy working in the service ... I feel supported by my manager and by my team. We are a small team and we can bounce ideas off each other. We can just go to the manager if anything is wrong, he is approachable.'

The following comments by individuals being supported within the service reflects staff competence which, in turn contributed to their effectiveness in caring for and supporting individuals within the service:

'The staff are so good at listening. They encouraged me to open up. I had right good talks with a few of the staff. When I was feeling down one day the staff were brilliant. Talking really, really helped.'

'They have insight into addiction. The groups helped me to gain insight and identify with a lot of things - this is helping me to move away from addiction.'

The staff team also worked in partnership with relevant local professionals and agencies which helped to streamline the supports provided to individuals across different agencies. The following comments were made by community based professionals we spoke with who had worked in partnership with the service:

'Communication with the staff has been very good - the keyworker contacted me sometimes daily - I felt updated on how things were going ... I've had no concerns, no worries. Its been really positive ... I've really been happy with them. Its been really helpful from my perspective ... I can't think of anything that needs to improve.'

'I emailed initially and got a response really quickly ... They engaged really quickly with the individual I referred ... I observed how they put him at ease ... I got regular updates on progress he was making ... They encourage him to engage with addiction support meetings. The individual is very positive about the support he's had ... He wasn't fully buying into the importance of peer support, he'd spent a lot of time in prison and he wasn't fully aware of how to conduct himself. Staff were very understanding, they persevered ... I'm really happy with how we worked together. He achieved a lot with that support ... He's now more engaging, he upskilled and has become more independent ... They were amenable to communicating regularly to provide progress updates. They answered all my questions ... I don't have any criticism of the service.'

'This was the third person I referred to this project. All three have completed. Its been very easy and very straight forward. I do a call to discuss, then submit a formal referral, then hear really quickly. They let you know if the referral is being accepted. Then they tell you when the first contact will be. Communication is very good. Am always invited to the reviews ... the person I referred recently is a really good example of someone who benefitted ... Staff are totally respectful. Staff are skilled for the role. Staff listen to people ... I am clearly seeing good outcomes. All the people I've referred have praised the service.'

Although we received positive feedback from professionals in the community about the quality of communication one professional we spoke with did add however that they would like more frequent communication from staff, related to individuals' progress, at the stage of having left Turnaround Residential and returning to the community.

Staff we spoke with brought a wide range of experience and qualifications to their role. Staff told us they were supported in their professional development in terms of ongoing access to training relevant to their roles. This training had included adult protection, child protection, human trafficking, addiction, administration of naloxone, overdose prevention, trauma informed practice, mental health, homelessness and data protection. We spoke with a recently recruited staff member who described a detailed induction to their current role. Staff told us that the organisation was supportive of them sourcing and accessing relevant external training which supported their professional development. We noted that details for each individual staff member's training records (both completed and scheduled/due) were inputted onto a centrally held spreadsheet. This allowed the service manager to readily access and monitor training needs across the team.

Individual staff training programmes were also regularly reviewed within formal supervision sessions with the staff member's line manager. One staff member we spoke with commented: 'I feel quite relaxed in supervision. My manager is quite open; I feel that my opinion is respected and taken on board.'

Staff we spoke with were familiar with relevant available resources in the local community which could be accessed to meet the support needs of the individuals within their service. Staff's specific knowledge then informed the tailored support provided to each individual within the service. Staff we spoke with during this inspection were knowledgeable and presented as both caring and insightful regarding the support needs of the people they supported.

These measures helped to support staff members' ongoing professional development. This range of measures helped to ensure that staff had the right knowledge, competence and development to care for and support individuals within the service.

How well is our care and support planned?

5 - Very Good

Support planning records were detailed and we found there were robust risk assessments in place for individuals being supported. Support plans included specific actions required to help individuals achieve their desired outcomes. People we spoke with told us that they were involved in identifying the support they wanted in order to meet the goals they had identified.

We found examples of assessment and planning reflecting people's outcomes and wishes. The following comment from an individual we spoke with reflects that his wishes informed support planned and the outcomes achieved: 'They give me tools to help me change the way I think. They help me to find ways to avoid turning back to it ... Its been a blessing I was put on a CPO and applied straight away. I was sitting with my bags packed ready to go for three weeks. They give me regular courtesy calls to ask me how I'm doing. They just have friendly chats. Is there anything we can do? The staff are really nice people ... of course its helpful that medication is available. That helped me relax ... They've helped me tap into 'moving on'. They tap you into going to the gym and cooking lessons ... They've helped me on my journey.'

We found an example of an individual being supported to obtain their CSCS card, which is a requirement to work within the building industry. Funding was obtained to pay for the course for this individual. This goal was identified by the individual at the preparation stage and plans were made for this individual to be supported to work towards this goal. At the time of the inspection the individual was about to exit Turnaround Residential and everything was in place for the individual to participate in the formal assessment and tests required to gain this qualification.

A professional who worked in partnership with the service made the following comment about the experience of an individual who had been referred to the service:

'He has had a positive experience. There was a mid point review last week. He was very positive about his experience. He's getting used to the staff ... he feels more confident in approaching the staff. I can't think of anything that needs to improve. The preparatory support has been effective - its been a relief, he's building a relationship with staff and asking questions which is helping to reduce his anxieties. Its been really helpful for him to find out more about what to expect.'

We were therefore able to be confident that assessment and personal planning reflected people's outcomes and wishes.

Complaints

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

Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.1 People experience compassion, dignity and respect	5 - Very Good
1.2 People get the most out of life	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good

How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good

How good is our staff team?	5 - Very Good
3.2 Staff have the right knowledge, competence and development to care for and support people	5 - Very Good

How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

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