

Bethany Christian Trust - Kharis Court Housing Support Service

24 Race Road
Bathgate
EH48 2AP

Telephone: 01506 634 395

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Unannounced

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Service provided by:
Bethany Christian Trust

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About the service

Bethany Christian Trust - Kharis Court is a housing support service in West Lothian which accommodates young men and women (aged 16 - 25). The service has capacity for up to nine residents. The service is centrally located in West Lothian with convenient access to shops, public transport links and other local amenities.

The accommodation consists of hostel accommodation and single flats. Kharis Court is staffed 24 hours per day and seven days a week. The overarching aim of the service is to prevent young people's homelessness by providing support around housing and other social issues. Support includes provision of a living environment that is safe and secure. Support is focussed upon young people acquiring and maintaining the skills and knowledge to successfully maintain their own tenancy or to move on to other supported accommodation. The service is designed to maximise young people's independence and to develop their skills so that they can be effective citizens, neighbours and tenants as well as living independently.

It should be noted that this inspection took place during the Covid-19 pandemic restrictions and therefore followed a revised procedure for conducting inspections in these circumstances.

What people told us

"I don't have to worry and am cared for."

"The staff are great."

"I really like it here."

"We do lot's of fun things."

"I don't want to move on from here."

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?	3 - Adequate
How good is our staff team?	3 - Adequate
How well is our care and support planned?	4 - 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 found significant strengths in aspects of the care provided and how these supported positive outcomes for young people, therefore we evaluated this key question as very good.

We found there to be very good relationships between staff and the young people, where young people told us "I can trust staff." We were able to observe positive interactions of the staff conveying nurture towards the young people, supporting them when they were feeling unwell. Staff were also actively involved in playing board games and computer games with the young people and they told us "I really enjoy coming down and playing games with the staff." Young people were also able to tell us how their ideas for activities in the summer had been considered and they were looking forward to planning these with staff.

The service had a focus on helping the young people learn new skills and prepare them for living independently. We observed through documents; goals which staff were helping young people to achieve. These varied depending on the needs of the young person. We saw how one young person was being supported to manage their medication, and helped to understand when to order and collect it. We recognised these skills were important in helping young people be healthy and responsible.

Young people in the service were encouraged and supported in further education or employment. One young person told us how staff had helped them apply for college and their bursary, and acknowledged they wouldn't have managed this without their support. We also observed how staff actively checked the young people were at college, and encouraged them with their course work. This was positive in creating further opportunities for the young people to succeed.

Within the service they hosted buffet evenings, and encouraged all the young people to attend. Young people told us "the buffet evenings are great, and they know the food we like." There was a wide variety of food on offer, which was reflective of the young people's preferences. The staff had also helped the young people understand the cost of some of the more expensive items in the shop, which the young people had felt was helpful when they were living independently.

How good is our leadership?

3 - Adequate

We evaluated this key question as adequate. While the strengths had a positive impact, key areas need to improve.

During inspection we heard the difficulties the service had faced over the last eighteen months, in regards to staffing. This had lead to the manager covering shifts to support the team and young people. We acknowledged this was done to support the service, however, this had a direct impact on the quality assurance of the service.

There were audit systems in place to review the young people's files. These were ineffective, as we observed the information wasn't regularly updated and repeated mistakes were not being noticed. This had lead to inaccurate information being recorded, which was not reflective of the risks for the young people.

The service has a responsibility to notify the Care Inspectorate of any incidents which have the potential to cause harm. We found there to have been a number of incidents recorded which had not been reported to the Care Inspectorate. (See requirement 1.) The service also needed to develop it's review of incidents to include debriefs and reflect on what went well or could be improved. It was apparent that documents had not been quality assured as their was one incident which relayed a separate incident for another young person in the summary.

The service would benefit from developing a specific development plan for their service. We were able to see the wider organisational developments which were planned, but these were not specific for Kharis Court. There were also no self-evaluation processes in place which would have been beneficial in reflecting on where the service needs further development, and areas which were performing well. (See area for improvement 1).

Requirements

1. By 31 March 2022, the provider must ensure they report all incidents which have the potential to cause harm, to the Care Inspectorate.

To do this, the provider must, at a minimum:

a) ensure these incidents are reported within 24 hours of the event to the Care Inspectorate.

This is to comply with Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that:

'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14).

Areas for improvement

1. To support learning and development in the service, the provider should ensure there is a specific development plan for the service. This should include but not be limited to a yearly development plan, based on self-evaluation and detailing the developments identified in the year ahead for the service with specific timescales when these will be met.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that:

'I can be meaningfully involved in how the organisations that support and care for me work and develop' (HSCS 4.6).

How good is our staff team?

3 - Adequate

We evaluated this key question as adequate. While the strengths had a positive impact, key areas need to improve.

During inspection we observed there to be a lack of development available for staff. There was the opportunity to complete mandatory courses, however, more specific training courses weren't available. We heard how one member of staff had been waiting over a year to attend an emergency first aid course and still hadn't been able to achieve this. There was also no development plan to support further training for staff or in line with the latest legislation and guidance such as 'The Promise.'

Supervision for staff wasn't regular, or effective in reflecting on practice or development. We were unable to see any reflective conversations in relation to the young people or practice. The document used was robust in identifying a wide range of topics and actions to work towards in their next supervision, but the notes which we read did not reflect this.

There was no staffing assessment in place to identify how many staff were needed or the skills and knowledge they had to support the young people. Staffing had been a challenge for the service due to long-term absence and staff retiring. This had impacted on the rota for a period of over a year where staff and the manager had covered shifts to support the absences. This had been positive in providing consistency for the young people, however, the staff had felt it had an impact on the team. We recognised as a short-term solution this was positive, however, long-term other options may have better supported the team.

Areas for improvement

1. To support children's wellbeing, learning and development, the provider should ensure staff access training appropriate to their role, and apply their training in practice.

This should include, but is not limited to, training in child protection and supporting children with additional needs.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that:

'I have confidence in people because they are trained, competent and skilled' (HSCS 3.14).

How well is our care and support planned?

4 - Good

We made an evaluation of good for this key question, as several important strengths, taken together, clearly outweighed areas for improvement. Whilst some improvements were needed, the strengths identified had a significant positive impact on children and young people's experiences.

Young people were actively involved in their care plans and setting goals. Staff worked hard to encourage the young people to engage in weekly sessions to review the achievements they had made towards their goals. Young people told us "I am involved in my care" and acknowledged the efforts staff made to help them achieve their goals and be independent. Staff were able to tell us what the future plans were for the young people and how they hoped to achieve this.

It was positive to see that some young people had regular pathway meetings. These meetings were evidenced in the young people's files and had clear goals, which were reviewed each meeting. These meetings were positive in recognising the support the young person needed and how this would be achieved. We saw how this reassured young people of what their future plans were and also evidenced the achievements they had made.

Individual care plans were reflective of the young person's strengths and areas for development. However, these could be developed further to include their daily routines, so that staff can be aware of areas which they need support to help them feel safe.

The risk assessment format was robust, however, this needed to be updated regular to reflect incidents. We found that there had been a significant incident, but this hadn't been reflected in an individuals risk assessment. This information is paramount to ensure staff are aware how to respond to young people and are able to keep them safe.

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?	3 - Adequate
2.2 Quality assurance and improvement is led well	3 - Adequate

How good is our staff team?	3 - Adequate
3.2 Staff have the right knowledge, competence and development to care for and support people	3 - Adequate

How well is our care and support planned?	4 - Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	4 - Good

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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