

Paisley Project Housing Support Service

Bruce Court
43/45 Dundonald Road
Paisley
PA3 4NB

Telephone: 01418 401 411

Type of inspection:
Unannounced

Completed on:
24 April 2023

Service provided by:
Blue Triangle (Glasgow) Housing
Association Ltd

Service provider number:
SP2003000162

Service no:
CS2004079114

About the service

Blue Triangle's Paisley Project provides support to homeless people aged 16 or over. At this inspection, the service had incorporated a further site into the registration. Therefore, the whole service is situated across three sites.

Bruce Court has 12 individual fully furnished flats, each containing a living room, bedroom, kitchen, and bathroom. Argyle Street offers supported accommodation for a maximum of 11 people, seven within the core project and four scatter flats. Abercorn Street has 13 fully furnished flats. Each flat has a living room, bedroom, kitchen and bathroom.

About the inspection

This was an unannounced inspection which took place on 13 April 2023, 17 April 2023 and 24 April 2023. The inspection was carried out by one inspector from the Care Inspectorate.

To prepare for the inspection, we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with seven people using the service and we received seven responses to our questionnaire;
- spoke with 15 staff members and the management team;
- observed practice and daily life;
- reviewed documents; and
- spoke with visiting professionals.

Key messages

- People experienced warm and nurturing care and support.
- When people accepted the support provided by the service, they made progress.
- The staff championed people's rights and overcame barriers alongside them.
- The service had very good community partnerships.
- People were kept safe.

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 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 found significant strengths in aspects of the care provided and how these supported positive outcomes for children/people; therefore, we evaluated this key question as very good.

We found that people experienced warm compassionate support from the staff across the service. There were nurturing relationships appropriate to the ages of the people being supported. This helped people achieve positive outcomes.

The people we spoke with felt respected and listened to. One person told us, "This accommodation is amazing. The staff are brilliant, you feel welcome and there is nothing bad I can say about this place." Another person told us, "Staff are always there to help me when I ask and I want help." It meant that people got the help and support that they needed.

The support people received encouraged their diversity and nurtured independence. The staff knew when to offer people more support and when to give people more independence. People were quickly supported to connect with their community and assisted to try and make positive relationships with people who could help them. This meant that the care and support being offered considered people's holistic needs and not just their need for housing.

When people faced adversity or barriers, the staff were present and championed their cause to help them overcome these issues. We saw examples of staff sorting people's long standing financial issues and supporting people to repair relationships with family members. This meant that people were supported to address issues that may have been getting in the way of them making progress.

The people living in the service were fully involved in their care and support planning, they attended any meetings held about them and were partners in agreeing how their care and support would look. The service had strong links to social work, health and housing and facilitated joint meetings to help people get the right care and support.

The safety of people was a priority of the service. We saw them reacting quickly when people's safety was compromised. All of the people we spoke with felt safe, and some felt much safer as a result of now living in the Paisley Project. One person told us, "I wasn't living in a good place before this and as soon as I came here, I've felt much safer." The staff within the project were sensitive to the needs of individuals and this meant that they went out their way to ensure people felt safe and protected.

Where relevant, the staff and managers utilised group activities to support learning and development. We saw examples of people attending positive mental health workshops, fire risk workshops and inputs on celebrating diversity. The outcome of these sessions was that people develop new learning, but were able to share and learn from other people in similar situations.

Some of the people we spoke with had grown in confidence as a result of the attentive care and support from staff. One person told us: "I don't think I was that confident but now I know everyone and I have established connections, it has helped me feel safe. They have helped me to get access to therapy. The staff are all so friendly and I also think they are intuitive." The staff were naturally welcoming and the atmosphere across the services was positive. This allowed people to feel at ease and to quickly establish helpful relationships.

Access to healthcare was a priority and staff took a lead role in ensuring people got to appointments and overcame any anxieties they had. The staff listened to what people wanted to change about their lives and in partnership, guided people towards the help they needed. This meant that people's health improved whilst living in the service.

Recovery was a key focus of the service, and the staff confidently navigated the systems for people to ensure they got the right help and support. Some people had made significant progress as a result of the joint work between staff and mental health services. We heard that for some people, the staff members had become key facilitators and had enabled people to access talking therapies where barriers had existed for them historically. We considered that the staff could be further trained in the role of low-level therapeutic interventions to support people's recovery and assist in the work being done by mental health professionals.

How well is our care and support planned?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people; therefore, we evaluated this key question as very good.

The support planning offered to people maximised their ability to make choices. They were fully involved in the process of planning and looking at their desired outcomes. This meant that people controlled how much support they received.

The risk assessments we looked at were up to date and were regularly reviewed to reflect the risk people placed to themselves and others. The staff appeared confident in assessing risk and knowing when to help people take positive risks and when to set clear boundaries. This protected the other people living in the service and created a platform for people to recover and improve their outcomes.

The staff were sensitive to the cognitive needs of the people they supported. For people with learning difficulties or impairments, they adjusted their support and practice in a natural and kind way to ensure it was individualised. One young person told us, "She [my key worker] was always there for me. I used to be out drinking, [my worker] got me to stop because I was ruining my life. I wasn't going to school but then I started to listen to them, and they have helped me. I now go to school. If I didn't have the staff at the Paisley Project I would never have come this far." This positive, persistent and individualised support meant that people felt valued and empowered to engage in the support planning process and when they did made progress.

The quality assurance and audit processes were very well led. We found support plans being reviewed within timescales and clear processes for ensuring the quality of reporting. This meant that people benefitted from support plans that reflected their current and emerging needs.

We heard from staff that they were very well managed and supported. One staff member told us, "The management team are exceptional, from interview to now in my role, I have been supported to bring out the best in myself." This meant that staff were nurtured and developed to confidently support people. It also meant that morale across the staff team was very high.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

The service should ensure that correct policies and procedures, including contacting external agencies, are followed if an offence or a protection concern is suspected.

This area for improvement was made on 21 December 2022.

Action taken since then

The service had a track record of working alongside external agencies, particularly when incidents occurred. Safeguarding procedures and processes had been updated and staff had been given additional training on safeguarding. We found that people were protected from harm. This area for improvement has been met.

Previous area for improvement 2

The service should ensure that staff follow policies and procedures, with regards to completion of records and reports, following incidents relating to people they support

This area for improvement was made on 21 December 2022.

Action taken since then

We reviewed the processes for recording information and managing incidents. We were satisfied that staff were confident in completing these forms or the service had identified staff who needed additional help and this was being provided. This area for improvement has been met.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

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 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

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.