

Glasgow Flexible Housing Support Service South Housing Support Service

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Unannounced

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Service provided by:
Turning Point Scotland

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CS2004061441

About the service

Glasgow Flexible Housing Support Service South (Turning Point Scotland) is registered to provide Housing Support to people who experience, or are at risk of, homelessness. Some people have additional challenges in accessing/maintaining appropriate accommodation and include refugees and asylum seekers and people with mental health and/or addiction issues.

The service is delivered to people living throughout Glasgow with three teams located across the city. The registered manager co-ordinates the overall running of the service with locality based service co-ordinators managing the staff teams who provide direct support to people.

The service aims to:

- Provide community-based, accessible and flexible homelessness outreach services focused on prevention, early intervention and move-on to settled accommodation with the ultimate aim of moving people out of homelessness services to settled accommodation.

At the time of inspection 551 people were accessing the service.

About the inspection

This was an unannounced inspection which took place between September 26 and October 4 2023. The inspection was carried out by two inspectors from the Care Inspectorate. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, 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
- 14 staff and management
- Two visiting professionals.
- We also observed staff practice, reviewed documents including service and organisational audits, personal plans, team meeting minutes and daily recordings of support.

Key messages

- The service played an effective role in addressing homelessness for people.
- People benefited from a well-managed service and a committed staff team.
- People experienced high quality support where they were respected and valued.
- An innovative mentor programme delivered by people with lived experience offered a holistic approach to support.
- Feedback processes and improvement planning could be improved.

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

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 people, therefore we evaluated this key question as very good.

The service supported people experiencing, or at risk of, homelessness within temporary furnished flats (TFF's), B&B's or their own accommodation. It was delivered by three teams located in sites across the city.

Support focused on helping people to access more permanent accommodation or safeguarding the tenancy in which they lived.

The service played a pivotal role in community-based interventions to address homelessness and supported in excess of 1000 people every year to overcome practical and personal challenges to become part of a community of their choice.

Support was delivered by committed and knowledgeable staff who treated people with compassion, dignity and respect. People benefited from positive relationships and good communication with the staff team. People told us they felt valued, and comments included, "I was never a number, and my worker means hope for me", "they have never let me down" and "she listens to me and then gives me direction."

People can expect to get the most out of life as the organisation had an enabling attitude and supported people to achieve their identified outcomes.

This included being supported to access tenancies, GPs, benefits and education/employment and begin establishing themselves within the community. Some people had already secured a tenancy and support was focused on maintaining this.

People told us about their positive experiences of the service. They shared their lack of knowledge / confidence and feeling fearful and anxious before working with the service. "I remember how lost and uncertain I felt when I first set foot in this foreign land", and "they helped me navigate in a new country", "they bestowed on me a sense of belonging - provided a safe haven."

People found support invaluable and empowering. Comments included, "so many avenues that wee lassie has put me on to - made such a difference" and "she has helped me get advice on benefits that I didn't know about which has helped me" and "I couldn't have managed without them."

Support was flexible and personalised, taking account of people's individual circumstances and what was important to them in establishing themselves in the community.

A multi-agency approach helped people navigate the practical aspects of applying for and securing tenancies and integrating into the local community. People worked alongside staff and appropriate external agencies to progress housing applications, access benefits, set up utilities and establish supportive links in the community.

Collaborative assessment and support planning helped people overcome challenges, such as language barriers (approximately half of people engaging with the service did not speak English as their first language), mental health and addiction issues. Staff had extensive knowledge of community resources and

worked creatively in identifying opportunities for integration including local churches, community-based education resources and specialist services.^[OB]

Meaningful connection is known to benefit people. The service also offered a unique mentor led programme looking more holistically at people's needs. Delivered by mentors with lived experience of homelessness, the programme offered people a chance to look at citizenship, rights and empowerment within their communities. This increased people's chances of long-term settlement in the community. Engaging with this programme ensured people felt mentors understood their issues and were knowledgeable about the challenges faced and options available.

Support arrangements and personal goals were evaluated through support planning and risk assessment reviews. This ensured people were at the centre of their own support planning. Daily recordings confirmed personalised support was delivered and staff used their knowledge and skills creatively to help people meet their outcomes. However, not all support plans and associated risk assessments had been updated to reflect current areas of work. The service was reviewing support planning as part of quality assurance findings.

How good is our leadership?

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.

People could have confidence in the organisation. We received positive feedback about the service's management teams, and they were seen as knowledgeable, approachable, and supportive.

Staff confirmed a flexible, supportive and responsive management approach. This encouraged a positive working environment. This was confirmed in our interactions as staff demonstrated strong values and real insight into people and their experiences of homelessness.

Management ensured that staff were supported with a comprehensive induction/training programme, regular and high-quality supervision meetings, and reflective team meetings. These promoted the latest practice guidance, reflected on current trends and issues and explored strategies to best engage with people supported. This had produced a skilled, motivated, and informed workforce.

People benefit from a culture of continuous improvement. Quality assurance systems help to identify where improvements are needed. Audit tools to support quality assurance processes were in place with evaluations of aspects of support delivery such as support planning, staff practice and health and safety practices including an infection, prevention and control (IPC) audit. This helped to keep people safe and ensure support delivered was relevant and met people's needs. However, quality assurance practices varied across the three sites and would benefit from a more coordinated approach. The management agreed to review this to ensure all aspects of service delivery were robustly assessed and any areas for improvement were identified and actioned.

A whole service improvement plan was in place developed in line with internal audit findings. However, people using the service had little access or input to this process. People should be involved in improving their service. The views of people using the service were sought through support planning reviews and feedback questionnaires. The management team planned to review this as part of improving the quality assurance/management overview of the service. This would ensure that service improvements were informed by the views and experiences of people using the service.

The further development of locality-based improvement plans was being progressed to ensure a consistent approach to supporting people to best meet their identified outcomes. Service user, and peer mentor input, to this process would ensure that improvements were aligned with people's current views and preferences.

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	6 - Excellent
1.2 People get the most out of life	6 - Excellent
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

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