

# Inspection report

## Turning Point Scotland - Dumfries and Galloway Drug Service Housing Support Service

12 Church Street  
Stranraer DG9 7JG

**Inspected by:** Norma Lynch  
**(Care Commission Officer)**

**Type of inspection:** Announced

**Inspection completed on:** 25 January 2007

**Service Number**

CS2004077579

**Service name**

Turning Point Scotland - Dumfries and Galloway  
Drug Service

**Service address**

12 Church Street  
Stranraer DG9 7JG

**Provider Number**

SP2003002813

**Provider Name**

Turning Point Scotland

**Inspected By**

Norma Lynch  
Care Commission Officer

**Inspection Type**

Announced

**Inspection Completed**

25 January 2007

**Period since last inspection**

13 months

**Local Office Address**

Sovereign House  
Academy Road  
Irvine

## **Introduction**

Turning Point Scotland is a nation wide, not for profit, care and support organisation which provides services to people with wide ranging needs across varied community settings and geographical areas.

Turning Point Scotland's Dumfries and Galloway Drug Services operates from offices in Stranraer, Kirkcudbright, Sanquhar and Annan, with the largest service provision based at Stranraer. The service also has access to the Newton Stewart office of another Turning Point service.

Dumfries and Galloway Drug Services was registered by the Care Commission in August 2004 to provide both a Support Service and a Housing Support service to people with drug misuse problems. At the time of the inspection, in January 2007, the service had some 170 service users, most of whom were funded through the Dumfries and Galloway Alcohol and Drug Action Team (ADAT) with a small number of people funded through the Supporting People organisation. Currently the service has some 14 whole time equivalent staff, plus numbers of sessional staff based across the three service locations. The Drug Services are managed by a Service Manager. The Operations Manager has overall management responsibility for all Turning Point services in the Dumfries and Galloway region.

The service Mission Statement says that "Turning point Scotland work with individuals to reduce harm and improve their quality of life and integration into the wider community." The service aims to "provide person centred support to adults with a range of complex needs. We learn from services and service users and seek to influence social policy."

## **Basis of Report**

This inspection of Dumfries and Galloway Drug Services was one of four of Turning Point's services in Dumfries and Galloway which were inspected from November 2006 to January 2007. One Care Commission Officer inspected all the services. The inspections involved examination of organisational procedures and practice, common to all the services. Consequently, some content has been replicated in more than one report.

Before the visit the Care Commission Officer liaised with the Service Manager to discuss the inspection process.

This service was inspected after receiving a Regulation Support Assessment (RSA) to determine what level of support was necessary. The RSA is an assessment undertaken by the Officer which considers: complaints activity, changes in the provision of the service, the nature of notifications made to the Care Commission by the service, action taken upon requirements etc.

This service was required to have a low level of support that resulted in an inspection based on the inspection theme and any recommendations and requirements from previous inspections, complaint or other regulatory activity.

Turning Point staff had asked service users and carers whether, and if so, how they would like to take part in the inspection. Questionnaires were sent to service users, carers and staff prior to the inspection visit.

The service returned a Pre Inspection return containing information about the service and a self evaluation.

The inspection visit was carried out on 25 January and involved visiting the service office base at Stranraer. The Care Commission Officer met with 7 service users, 2 of whom were accompanied, as they wished by a service worker. Members of staff were spoken with individually and together. Staff involved included the Service Manager, Service Coordinator and 6 members of staff. In addition 7 questionnaires were returned by service users and 14 were returned by staff.

Following the inspection visits the Care Commission Officer spoke with two service users and three staff members in phone discussions regarding their views of the service.

The Officer looked at a range of the organisations' policies and procedures including the following:

Turning Point Scotland's handbook of operational policies and procedures  
Service information 8  
Staff handbook  
Incident and accident records  
Comments and complaints records  
Employee training and qualifications records  
Support plans sampled - 2

The Officer took all of these into account and reported on whether the service was meeting the inspection theme for safer recruitment and taking account of the following National Care Standards, Support Services:

Standard 2 - Management and staffing.  
Standard 12 - Expressing your Views.

Account was also taken of the Regulation of Care (Scotland) Act 2001, Scottish Statutory Instrument 2002/114 Requirements as to Care Services.

### **Action taken on requirements in last Inspection Report**

There were no Requirements in the last inspection report.

### **Comments on Self-Evaluation**

This was completed with appropriate information.

### **View of Service Users**

Five of the seven service users who returned questionnaires stated that they were happy with the service as did six of the seven service users who were met during the inspection visits.

Some people expressed negative views about aspects of the service, such as the long wait to access the Methadone programme due to the two-tier assessment process, in line with the Alcohol and Drugs Action Team strategy.

Five of the questionnaires returned by service users stated that they had a written plan from the service. Two people stated in their questionnaires that they did not have a written plan

from the service.

Comments from service users included:

"Staff great."

"Always get help straight away when I come in."

"My worker wasn't giving me the time when I needed to talk."

"Too many changes of staff."

"The staff at Stranraer are very good at the job but it seems that there aren't enough people there to deal with the amount of clients."

"Friendly staff. Made to feel relaxed."

"Their help has changed my life."

### **View of Carers**

No carers returned questionnaires. One relative who was met during the inspection visit said that ""More support for families would be good."

## **Regulations / Principles**

### **National Care Standards**

#### **National Care Standard Number 2: Support Services - Management and Staffing Arrangements**

##### **Strengths**

This standard was examined at the last inspection when many areas of strength were identified and no recommendations were made. This inspection did not inspect all elements of this standard.

This inspection evidenced that managers and staff promoted a person centred approach in their work with service users who had very varied needs, including some challenging behaviour. The service self evaluation said "Staff either have SVQ3 or will be working towards it. All staff are inducted into the service and have ongoing personal development portfolios." Several staff spoke of the good core training and service specific training, relevant to drugs and alcohol needs, that was provided to enable them to work effectively with service users. This information was confirmed by examination of the service training records. The Scottish Social Service Council's Codes of Practice was issued to all staff as part of induction.

Identifying and addressing health and safety needs was given priority by the service. Safety measures included the use of controlled access areas in service premises, staff supervision of reception areas and careful procedures in respect of lone working and visits to service users in their homes.

Comments from staff questionnaires included:

"Since I started with Turning Point I have received a lot of relevant training which has been beneficial for me. I have good back up from team members and I receive regular supervision."

"The Turning Point trainer for Dumfries and Galloway has left and has not yet been replaced which will have an impact on future training opportunities."

"Training opportunities very good."

Managers and staff spoke positively of the implementation of the Integrated Care programme and of the improved collaborative working between the involved partner agencies and teams. At the Stranraer service base, a weekly surgery was held by a G.P. with specialist knowledge of drug and alcohol needs who worked closely with the team in respect of individual service users and overall planning. A worker at the service base in Annan spoke of the assessment process there as having "speeded up" as a result of more effective joint working and of people now being able to access their particular support programme more quickly as a result.

Another significant development was the service's increased work with Supporting People and the local housing authority by which housing and funding for agreed hours of support was provided, following a joint assessment. Several people were now being supported by service support workers who provided assistance with routines of daily living and household management. A service user spoke warmly of the difference this assistance had made to his

life and of his appreciation of his support workers. An involved support worker spoke enthusiastically about her work and of the importance of trying to motivate people and involve them in ordinary life activities and contacts.

The Care Commission inspection this year had a theme of safe recruitment. Turning Point Scotland holds their recruitment files centrally and an inspection of staff files selected at random was conducted by the Care Commission in May 2006. This resulted in recommendations and a Requirement which have been fully addressed by the organisation.

Staff were aware of their role in the protection of vulnerable children and adults. Training was being provided in respect of this.

A system was in place to consult clients on their views of the service. Very few complaints had been made by service users and the service had responded appropriately in these situations.

The nature of the service and the extensive needs of many service users can impose much pressure on staff. Staff confirmed in discussion and in questionnaires that they felt well supported by managers and their staff teams. The service was considered to have high standards in respect of professional practice and commitment to meeting the needs of service users.

### **Areas for Development**

Staff changes in recent months at the Stranraer service base had put the remaining team under pressure and affected the level of support that could be provided to service users and to workers. New staff had been appointed recently who brought a range of relevant experience to the service. The staff team were very aware that the trust of some service users had been affected by these changes and were working to address such concerns.

Supervision arrangements were variable across the service bases and staff teams. A worker based outwith Stranraer spoke of the recent difficulties for staff in her area due to a manager covering three projects, a situation which had now been rectified. Some managers and staff acknowledged that supervision frequency had been affected by illness and staff shortages. Turning Point Scotland was planning to review the supervision policy and to audit supervision arrangements across the organisation. (See Recommendation 1)

## **National Care Standard Number 12: Support Services - Expressing Your Views**

### **Strengths**

Project workers provide one to one support in sessions with service users for whom they are the key worker. Service users are encouraged to express their views and some people do this in ways which can challenge workers. Staff have skills and relevant training in defusing and managing situations which escalate. Information is provided about how to make a complaint. Only 5 complaints have been made since the last inspection and all were addressed.

The service refers service users to the PASS advocacy service and advocacy workers come to the Stranraer office on a fortnightly basis.

The service made information about the inspection available to service users and enabled the Care Commission Officers contact with service users who wished this.

Many service users have concerns about the stigma associated with drug misuse. Two service users spoke of their appreciation of the service taking account of their views and fears by making arrangements which made them less anxious and took account of their particular circumstances.

### **Areas for Development**

In the past the Stranraer service base had used group meetings to work with particular issues and provide staff and peer support for service users. This approach was said by staff to have been stopped because it was misused by some involved. The service is considering ways of developing group work in future that would provide additional support for people who were motivated to stop using drugs or substitutes.

During the inspection some service users expressed negative views about the present service in contrast to a less structured approach that was in place some time ago. Management and staff continue to work to maintain an appropriate balance between supporting service users in the expression of their different views about service standards and delivery and providing a professional service based on careful and ongoing assessment and evaluation in response to people's changing needs and circumstances. It is seen as inevitable that there will be areas of tension and conflict between service users and staff due to their different perspectives, situations and experiences.

The service self evaluation referred to " More Stakeholder involvement" as an area for development. Presently Stakeholder days are held annually.



**Enforcement**

None

**Other Information**

Action on Recommendations from the previous inspection report.

There were three recommendations in the previous inspection report, two of which have been met.

The Recommendation in respect of including information in support plans about arrangements to change or end the agreement has not been implemented and is subject to review in line with inter agency agreement regarding shared documentation.

**Requirements**

None

**Recommendations**

1. The service should ensure that supervision is provided to staff with appropriate frequency. National Care Standards, Support Services - Standard 2, Management and Staffing Arrangements.

**Norma Lynch**

**Care Commission Officer**