

Kingdom Housing Support - James Bank Housing Support Service

James Bank Centre
James Street
Dunfermline
KY12 7QE

Telephone: 01383 741220

Type of inspection: Announced (short notice)
Inspection completed on: 20 February 2018

Service provided by:
Kingdom Support and Care CIC

Service provider number:
SP2016012806

Care service number:
CS2016351141

About the service

Kingdom Housing Support - James Bank was registered by the Care Inspectorate on 31 March 2017. The service is registered to provide a housing support service to adults who are experiencing homelessness and who may have drug and alcohol misuse issues living in temporary accommodation. The service was previously registered as part of Kingdom Housing Association before Kingdom Support and Care CIC, a subsidiary company, became the registered provider.

The service provided 24 hour staffing to both a direct access hostel and to a number of supported flats. The overall aim of the service was to "assist people who are homeless to address and resolve their living situation through assisting them to access short term accommodation and providing support to ensure their health, wellbeing and safety".

What people told us

Six people completed a questionnaire prior to our inspection. During our visit we spent time with staff and people using the service during two cookery groups. We heard that people were happy with the service and their support. They felt respected by staff and told us how they had developed greater independence and skills during their stay.

Self assessment

We did not ask the service to complete a self-assessment before this visit.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of staffing	5 - Very Good
Quality of management and leadership	5 - Very Good

Quality of care and support

Findings from the inspection

People told us they were happy with the support they received at James Bank. People told us they felt respected and listened to. During our inspection we observed these positive relationships. Staff clearly valued peoples' rights and worked hard to promote this.

We heard the positive outcomes which people had achieved such as greater independence, skills and confidence. Daily structured support focused on supporting people to develop new skills such as cooking and managing anger. We heard that staff wanted to develop this programme with a strong focus on tackling inequalities and the skills important in sustaining a tenancy. We look forward to seeing how this has developed during our next visit.

Staff had very good relationships with external agencies such as voluntary groups, police, addiction and employment agencies. Joint working in this way makes sure people have access to the right support at the right time. Weekly drop in afternoons were hosted at James Bank to make sure people had easy access and increased awareness of their rights.

We saw a robust system was in place for recording incidents and accidents. The process made sure staff had considered what happened before, during and after the event. This way of working supports staff to reflect on what could be done to prevent a reoccurrence. A process for making sure people were offered a full debrief was in place. This makes sure people are offered access to additional support following a significant event.

Staff we spoke with were confident in recognising and reporting adult support and protection concerns. We saw that, where appropriate, cause for concerns had been raised with the local authority. Whilst "Adults at Risk" training was offered during induction, there was no mandatory refresher training. We asked the registered manager to implement a timescale for refresher training to take place. This will make sure staff remain up to date and confident in their responsibilities.

During our inspection we looked at a number of personal files. We saw how staff supported people to identify goals and outcomes. We thought that staff had gathered important information about people and had recognised their preferences. However, we felt the paperwork was limiting both staff and people using the service in identifying what was working/not working in their life. This view was supported by senior staff who planned to look at this issue more closely.

Whilst we were confident that staff had considered risk and had discussions with people about safety we highlighted times where this could have been recorded better. This was fully accepted by senior staff and action was planned to address this. We will look at this again during future inspections.

We highlighted occasions where people living in the direct hostel had not received a review of their support within the past six months. However, we were confident that this had not impacted upon the person achieving positive outcomes. Staff should consider how to implement a system for making sure such reviews take place.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of staffing

Findings from the inspection

Throughout our inspection we were struck by the passion of staff to deliver high quality support. They demonstrated dignity and warmth and were committed to tackling the issues surrounding homelessness.

We looked at two recruitment files during our visit. People can be reassured that the service had a robust recruitment process. They worked hard to make sure they attracted people with the right values to work within the service. Two written references and a satisfactory Protection of Vulnerable Groups (PVG) check were received before a new employee commenced.

Induction training was in place for new staff. This included training in a range of key areas such as adults at risk, naloxone administration and values and attitudes. The service planned to look at the current training and whether improvements could be made.

Staff told us they felt supported in their role. We heard that senior staff were approachable and easily accessible. This is important in maintaining a motivated team. Alongside the informal support, staff received regular 1:1 support from a senior member of staff. These meetings are important in supporting staff in their own development. We saw that some staff were not always receiving supervision as regularly as they should. We suggested the co-ordinator should develop an improved monitoring system.

We heard that training opportunities for staff had been reduced over the past 12 months. This was as a result of recruitment issues. We fully acknowledge the difficulties this can place on services. We were confident that senior staff were continuing to monitor and work towards resolving this.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of management and leadership

Findings from the inspection

We were confident that the auditing systems used were working. It was clear that senior staff were fully aware of what was working/not working in the service. They were transparent about these areas throughout our inspection.

A service development plan had been developed to identify aims and objectives for the year ahead. Planning in this way is important in making sure that services are flexible and continually improving how they work. We thought the plan could be developed further to reflect the views of all stakeholders. Involving everyone in developing and reviewing the plan makes sure there are clear and common goals and achieves the best outcomes.

We saw that the service had developed "Key Performance Indicators" (KPI). These are targets which evidence the service is being delivered effectively. Senior staff agreed that these could be more outcome focused to measure the impact the service had on people.

The service has a legal obligation to notify the Care Inspectorate of significant incidents or accidents. We saw that such notifications had not been made to us. This was discussed with the registered manager during our inspection. We were confident that this would be fully addressed and will check this at future inspections.

Some people told us that they were unaware of how to complain about the service either directly or to the Care Inspectorate. We recognised the significant challenges staff had in raising awareness. However, we have asked the service to consider different ways of making people aware of their right to complain.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

There are no outstanding requirements.

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

There are no outstanding recommendations.

Complaints

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

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

This service does not have any prior inspection history or grades.

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Compass House
11 Riverside Drive
Dundee
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