

Housing First for Families Housing Support Service

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Type of inspection:
Unannounced

Completed on:
26 September 2024

Service provided by:
Irvine Housing Association

Service provider number:
SP2022000001

Service no:
CS2022000001

About the service

Housing First for Families was registered with the Care Inspectorate on 5 January 2022, as a housing support service.

The service provides support to families with children in the community who need assistance in maintaining tenancies and improving their lifestyles.

About the inspection

This was an unannounced inspection which took place on 24,25 and 26, Sept. 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 two people using the service
- Spoke with four staff and management
- Observed practice and daily life
- Reviewed documents
- Spoke with other professionals

Key messages

- Consistent management and staff team
- Experienced and skilled support staff
- Very positive outcomes for the people this service supports
- Valuable and needed service in the community helping to change lives
- Strong person focused ethos and culture evident in practice

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
How good is our staff team?	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 people, therefore, we evaluated this key question as very good.

During our inspection visits, we observed genuine warmth, kind and compassionate interactions between staff and the individuals they support. We heard they felt very supported and were appreciative of the service and in particular, of their individual support staff. They said they were fully involved and participated in relation to their individual support plans.

We were able to see clear protocols in place to guide and inform staff on how to support each person and their specific needs. Staff helped to support people to attend appointments and access other professionals. There were clear records kept of when concerns were raised or any updates provided to health professionals and any advice or changes that had been made.

The personal support plans were person focused which demonstrated that the staff had very good in-depth knowledge of the person they supported. Including as risk assessments and if necessary other health needs. We were able to see clear records of people's support packages being monitored and the responsiveness of staff if there were any concerns.

We received some comments from other community based professionals about the service,

"This service is key to supporting young people and their children with positive health outcomes both short and longer term due to the holistic support/intervention they are able to provide working intensively with their families as and when required."

"It has been an amazing service in supporting clients through stressful times and helping them transition into own tenancy and with other things too."

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.

It is important that care services have effective systems in place to assess, monitor and evaluate the quality of service provided. This is done by gathering evidence using quality assurance audit tools. This is achieved by seeking feedback from people who use the service, and other professionals. This information helps to drive service development and improve outcomes for people they support.

The service actively sought feedback from people supported about their visits and the benefits this support has achieved for them, This also included some very positive feedback from partner professionals in the community supporting vulnerable families. One professional commented that: "I have worked closely with staff members from the service and found them really helpful, good at communicating and attend all meetings. The support they offer families is beneficial and families have commented on this."

There has been a consistent manager in place since the service started, including the same support staff. This has helped the service to develop and generate some very good practices in terms of maintaining a consistent presence in the lives of the people they support. This has also helped maintain evaluations of the standard and satisfaction with the service provided.

We found the manager and the staff team to be committed and motivated in their approach and demonstrated a passion for providing a high quality consistent standard of service to the people they support. The team have developed some valuable skills and experience of supporting this group of people and has demonstrated the value of the benefits of this type of support service.

How good is our staff team?

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

We reviewed the provider's recruitment procedures and found they had all the necessary and appropriate safer recruitment procedures and checks in place including; references, police checks, registration requirements, including interview notes and evaluations. These procedures ensured that any potential employees were suitably vetted prior to working with vulnerable people in the community.

People should be confident that they are being supported by trained, competent and skilled staff. The service manager had an overview of staff training. We could see that current staff training was up-to-date.

The service benefitted from a strong consistent team of staff who had built up positive supporting relationships with the people they provide support to in the community. Staff had access to a range of mandatory training as well as additional person-specific training. This ensured staff were trained appropriately to meet the needs of those they provided support to.

Staff we spoke to said they were well supported by the manager of the service and as a small team worked very well together. Staff were able to access additional training if required. This ensures that people are kept safe and their needs will be effectively managed.

We received very positive feedback from the people the service supports and other related community based childcare professionals about the quality of the support staff and the value of this service in the community.

We visited people being supported and saw the value and difference this service offers to the people they support. One statement we received summed up the level of appreciation and satisfaction with the service:

"I would just like to add I get on so well with my support worker. They give me the best support, advice and help, they are the best!! They really listen to me as well which is the best feeling. I'm so grateful for their help and support always."

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.

We found the individual support plans were person focused and demonstrated positive outcomes for the people the service supports. The plans contained good detail, giving staff clear instruction on how people wanted to be supported for each outcome. There was a good breakdown of individual's support needs, whilst also maintaining elements of confidentiality and sensitivity.

The personal support plans in place provided some background information and also their personal support needs assessments. This was also sensitively recorded and discussed with the individual's agreement and involvement. This helped to create some level of trust and commitment that helped to develop into good supporting relationships.

People should be protected from risk of harm. We found that risk assessments were in place and these gave staff good information on how to protect people from risk of harm. The details in the support documentation contained good risk assessments,

The manager and support staff ensured that people who use the service were fully involved in the development and implementation of their own individual support plans and agreements. This also included the evaluation and assessment of their overall satisfaction with the quality of service provided. This helped to create good relationships and foster mutual respect and ensure that the very good standard of service is maintained.

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
1.3 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
How good is our staff team?	5 - Very Good
3.2 Staff have the right knowledge, competence and development to care for and support people	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

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