

Committed to Ending Abuse (CEA) Ltd Housing Support Service

Falkirk

Type of inspection: Announced (short notice)
Inspection completed on: 17 August 2017

Service provided by:
Falkirk & District Women's Aid

Service provider number:
SP2004005383

Care service number:
CS2004062530

About the service

Committed to Ending Abuse is registered to provide a housing support service to people affected by abuse and trauma. The service has two staffed offices where service users can make contact for advice, support and therapeutic interventions. The refuge accommodation is flats which are located across the council area and these are available to women and families.

The aim of Committed to Ending Abuse is to end all forms of abuse by providing preventative work, awareness raising and individual support and interventions. The service is supported by a Board of Directors/Trustees.

What people told us

We visited the service on the 20 July 2017. During our inspection visit we spoke with a total of eight service users in two different focus groups. Service users made the following comments:

- 'Its helped me a lot this service. The police directed me here'.
- 'Coming here is a safety valve'.
- 'The staff are brilliant'.
- 'The two staff I mainly speak to have been brilliant. They kept phoning and checking on me. The other staff are nice too'.
- 'The staff understand'.
- 'I could talk to them for days. At first I could hardly breathe - she helped me to control my breathing. I felt great when I left. I now feel like a different person'.
- 'They have done what they can, they are good at what they do. The counselling is spot on'.
- 'I'm more confident within myself'.
- 'They gave me advice about going to court. Its taken a weight off my shoulders'.
- 'The service has benefitted me - its all been positive'.
- 'I have gained in self-belief and self-confidence'.
- 'They help me with practical things - with benefits and advising me who to contact'.
- 'They point you in the right direction'.
- 'Staff definitely understand what I've experienced'.
- 'Staff understand and they don't judge'.
- 'Everywhere else, and your family question you. Here they just accept what you say'.

- 'The questions they ask you help you to gain insight'.
- 'They helped me to understand that I was abused'.
- 'I've now got a quiet, wee contented home. I never had that'.
- 'They don't push things onto you, they wait till you're ready, they go at your pace'.
- 'The police finally brought me here'.
- 'I've got a panic button, when its pressed it doesn't phase them. They are right there with me'.
- 'They sit with you at court and make sure you don't come into contact with the perpetrator'.
- 'You are always well looked after'.
- 'The way children's and adult services work together is very good, they are good at sharing information with each other'.
- 'They keep in touch with you, check if you're OK. The communication is great'.
- 'Staff have the skills for the job - without a doubt'.
- 'The flat is really secure - however the location is not good. The flat itself is beautiful. It is central which gives a degree of anonymity. We're struggling to get a house'.
- 'They gave me a personal alarm. I would just let it off if I needed to'.
- 'The biggest problem with domestic abuse is isolation. It would help to have a drop in morning'.
- 'They could do with having a loop system for anyone who has hearing difficulties'.
- 'They hold a group which meets once a fortnight, we do crafts'.
- 'We're going on an outing with a group of service users. I'm looking forward to it. I would like the opportunity to engage in more social activities through the service'.
- 'I've accessed the counselling support service here'.
- 'I talk to my keyworker about how to manage child care'.
- 'They helped me pluck up the courage to leave'.
- 'I've seen the service's psychologist. Its made a massive difference to me'.
- 'Nothings any bother for the staff'.
- 'The support's given me confidence and knowledge'.
- 'My wee girl has got a lot out of the service'.

- 'They helped me assess the risks. It helps me to cope'.
- 'They helped my kids give statements to the police'.

Some service users told us that the time the groups were held did not suit everyone. This information was shared with staff for their consideration.

Service users proposed that the service set up an online support group. This was discussed with the manager who advised us that the service has set up a closed Facebook page.

Male service users asked if they could have a group programme. This suggestion was discussed with the manager who told us that a group programme has been scheduled.

Other suggestions made by service users, reported above, have been passed onto the staff team for their consideration.

Self assessment

The service was not asked to submit a self-assessment prior to this inspection visit.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

What the service does well

Committed to Ending Abuse (CEA) is an inclusive service which supports people who have been affected by abuse. The service provides an excellent quality of care and support to people who had experienced abuse.

CEA had set up a closed Facebook page where service users could communicate with each other. Service users were able to access the service's website to find out about the service. The service produced information leaflets in a number of different languages which meant that the information was accessible to those for whom English was not a first language. The service has established effective working relationships with the travelling community.

The service provided both cognitive behavioural therapy and trauma based counselling. Support was available both 1:1 and in groups. The staff worked closely with specialist services to ensure they were able to respond to the support needs of each individual service user. The staff team included a counsellor and a psychologist which allowed the service to respond appropriately to the demands for different levels of therapeutic support, according to the support needs of each individual service user.

We found that individual service users had support plans in place and that these were reviewed regularly. As well as emotional support, service users were given advice and assistance with legal and housing matters. A number of people had been given support to pursue their own tenancies. Service users we spoke with told us they felt

they were actively involved in identifying the areas in which they needed support. Service users told us they had grown in confidence due to the support they had gained over their contact with the service. The service made use of an electronic case management system which supported effective record keeping and was accessible to all relevant staff members. This ensured that all support staff were able to offer appropriate support which was informed by the records held on each individual service user.

We found the support delivered to service users was both person centred and structured. We found evidence that the staff team worked in close partnership with local agencies to ensure that service provision delivered across agencies was streamlined and that risks to service users and their children were kept to a minimum. This included participating in the local MARAC (Multi Agency Risk Assessment Conference), the Community Safety Partnership as well as representation on the Child Sexual Exploitation Board. The service worked with other relevant organisations to promote understanding of issues related to abuse. This included working in partnership with a local prison and delivering training to health professionals.

We found staff members were knowledgeable, experienced and held a range of relevant qualifications. Qualifications held by members of the staff team included a nursing qualification, a qualification in play therapy, a degree in psychology and counselling qualifications. Staff held a range of relevant Scottish Vocational Qualifications. Staff we spoke with told us that they felt well supported within their professional roles. We found that staff received regular supervision. The staff group were motivated, insightful and passionate about their work. Staff worked hard to meet the high level of demand for their service.

The staff team at CEA were keen to quality assure their work and to continually develop the service they provided. At the time of the inspection visit the service was co-operating with a project at the University of Glasgow which was carrying out an evaluation of their work. The service had obtained leading lights (mark of quality for domestic abuse services) status since the last inspection.

What the service could do better

The service was having to respond to an increase in demand in terms of a growing number of service users. This increasing demand was not matched by a corresponding increase in staffing resources which was an ongoing challenge for the staff team at CEA.

The service should ensure that incidents are reported to the Care Inspectorate in accordance with the Care Inspectorate guidance.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

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

Inspection and grading history

Date	Type	Gradings
29 May 2015	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
17 Jul 2013	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
19 Aug 2011	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
29 Apr 2010	Announced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
9 Jul 2009	Announced	Care and support 4 - Good Environment Not assessed Staffing 3 - Adequate Management and leadership 3 - Adequate
9 Oct 2008	Announced	Care and support 3 - Adequate Environment Not assessed Staffing 2 - Weak Management and leadership 1 - Unsatisfactory

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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