

Committed to Ending Abuse (CEA) Ltd Housing Support Service

Falkirk

Type of inspection:

Announced (short notice)

Completed on:

5 December 2019

Service provided by:

Falkirk & District Women's Aid

Service provider number:

SP2004005383

Service no:

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 one staffed office where service users can make contact for advice, support and therapeutic interventions. The office base is centrally situated in Falkirk with parking space available. Previously, Committed to Ending Abuse provided refuge accommodation. Coinciding with the time of this inspection the service ceased to offer refuge accommodation. The service is also conveniently located for access to public transport links. The service is supported by a Board of Directors/Trustees.

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 states its objectives are:

To provide a safe, effective risk led service

To maintain leading lights accreditation

Work effectively with other organisations to deliver high quality service to service users

Be accountable for the service it provides and the funds it spends.

What people told us

We visited the service on 20 September 2019 and then again on 16 October 2019. During our first visit we met with a group of three people who had received support from the service. We also sent 10 Care Standards Questionnaires to people being supported by the service, nine of these were completed and returned to us.

People we spoke with told us they were happy with the support they received from the service and that they had established strong relationships with the staff members within Committed to Ending Abuse (CEA) Ltd. People did comment however that they would like the programme of support for the children to continue over the summer. We shared this information with the service manager who agreed to consider this request.

People we spoke with made the following comments:

'The staff are amazing, no issues, they are really polite, they pass on messages, they get back to you. They're busy and they're flexible ... my daughter has felt very supported. Its personal and flexible.'

'I've been supported by different staff over the years. The staff are really nice - everyone is lovely, easy to talk to, whichever one. I suffer from anxiety, I can't just open up to anyone but I can open up to all the staff here.'

'I feel they very much held my hand, not literally. They are good at empowering you. You finally get to the point where you don't need staff to come with you. You find your confidence.'

'I had no money and no food. My worker phoned the foodbank and the foodbank delivered toiletries and a food boxes to my house. They included food for my dog.'

'CEA has given me the support and encouragement to rebuild my life after experiencing 10 years of abuse.'

'I feel safe when me and my kids come in for our appointments ... All three of us have a separate worker who works with us to make sure we are safe and well I can't praise these ladies enough.'

'I found the service very helpful and supportive and know they are always there for me if I need them.'

'The staff have supported and respected me immensely. The place is always clean and everyone is approachable and professional.'

'This service is an amazing thing. Coming out of an abusive relationship, not having any strength, confidence or self-worth. This service and what they provide helped bring that back to me. I cannot thank my support worker enough for being there at the end of the phone for when I needed her advice the most.'

'I have only recently started using this service and have been very satisfied so far. I receive regular calls to see how I am. I have my support worker at the other end of the phone when I need her and risk measures to my property were carried out on the same day as my first assessment.'

'This service is completely invaluable and provides a safe haven.'

Self assessment

A self assessment was not requested prior to this inspection 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	not assessed

What the service does well

Committed to Ending Abuse is a busy service which supports people who have been affected by abuse. There were support plans and risk assessments in place for individuals being supported. We found there was particularly robust assessment of risk and related detailed risk management plans in place. Support plans were reviewed regularly. Staff were therefore able to access reliable records on risks and support needs in order to tailor the support provided to each individual.

Support was provided both 1:1 and in groups. Staff provided both emotional support and practical assistance as required. People received support to recover from their experience of abuse and to keep themselves safe in the future. Staff also provided support with practical issues including accessing benefits and housing. There were child and adult protection policies and procedures in place and staff were trained in child and adult protection. We were therefore satisfied that there were measures in place which minimised risks of harm.

Committed to Ending Abuse was a responsive service. The staff worked hard, meeting the demands on the service. The staff team members, between them, spoke a number of different languages and the service were able to access translation and interpreting services in order to engage with people and children in their first language. The staff were also flexible in terms of arranging meeting times; people were offered appointment times which took into account their personal commitments. The service did not operate a waiting list to access support; staff contacted people as soon as possible after they were referred to the service. People using the

service were given assistance to make contact with relevant community services to access any additional support required.

We found that staff held a range of professional qualifications related to their role. A Number of team members held specific qualifications in Independent Domestic Abuse Advocacy. We found staff were insightful about the needs of people they supported. Staff delivered support based on a specific trauma recovery model. The staff we spoke with were knowledgeable and confident about explaining how they applied this model in practice. This meant that the service delivered was informed by a recognised and relevant theoretical model of practice designed to meet the specific support needs of individuals being supported within the service. We were therefore confident that staff were informed to deliver effective support to people within the service.

The service had recently renewed their accreditation for using the safe lives approach which is a recognised method of practice in addressing domestic abuse. Committed to Ending Abuse worked in partnership with local professionals in adopting the safe lives approach. The service was represented on the local Gender based Violence Partnership which aimed to develop multi agency working in the domestic violence sphere. This partnership working helped to ensure that supports delivered to individuals across agencies were streamlined.

Staff we spoke with told us they enjoyed their work and gained satisfaction from observing individuals progress toward towards their identified goals. There was strong team working. We found staff received regular supervision and told us they felt supported in their roles. The service supported staff to maintain their resilience. We found that support staff, including the service manager, received supervision from an external company which specialised in the provision of counselling and coaching. This helped to support staff in maintaining a high standard of performance within their support role.

The team were supported by an active Board of Directors. The service had recently held a strategy development day which was attended by both the staff team and board members. Staff members made presentations to board members. We found there was effective communication across the organisation which supported the provision of a high quality of service provision.

What the service could do better

The service had agreed to explore whether or not it carried the opiate blocker naloxone (this is an opiate blocker which when administered in the event of overdose can be life saving).

The service had agreed to formalise their processes for reviewing staff cover arrangements.

We received feedback from the people being supported in the service that they would like the children's activity programme to be extended to cover the school holiday. We have discussed this feedback with the service and they are exploring ways to deliver a summer holiday children's activity programme.

The service was advised to submit a notification to apply for a variation in respect of no longer providing refuge accommodation. The Care inspectorate have since received this application and the variation should be completed in due course.

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.

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.

Inspection and grading history

Date	Type	Gradings
17 Aug 2017	Announced (short notice)	Care and support Environment Staffing Management and leadership
		6 - Excellent Not assessed 5 - Very good Not assessed
29 May 2015	Unannounced	Care and support
		5 - Very good

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

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