

Committed to Ending Abuse (CEA) Ltd Housing Support Service

Falkirk

Type of inspection:
Unannounced

Completed on:
29 May 2024

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. 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. The registration allows for the service to provide refuge accommodation. However, since the last inspection, the service has ceased to provide this service, and will update this information to reflect in their registration. The service is also conveniently located for access to public transport links. The service is supported by a Board of Directors/Trustees.

About the inspection

This was an unannounced inspection which took place on 28 and 29 May 2024 between the hours of 10:30 and 17:30. 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 six people using the service
- spoke with eight staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- There was very good therapeutic support to promote the wellbeing of those using the service.
- The service had increased staffing to ensure waiting lists were kept to a minimum.
- Staff had brilliant relationships with those they worked with.
- Staff had access to a wide variety of training.
- Safety plans were individualised and detailed.

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 those using the service, therefore we evaluated this key question as very good.

Staff were skilled at supporting the health and wellbeing needs of those who used the service. We saw how they had worked collaboratively with external agencies to ensure there was a responsive approach to mental health concerns. This led to those using the service getting the support they needed and helping them to feel safe.

The service involved the people they supported in their plans. The people who used the service told us, "They really listen to me and involve me in my plan." We saw how this helped identify areas where they needed support and a clear timescale of how this would be achieved. This led to people feeling included and listened to.

There was a range of individualised therapeutic interventions available to those using the service. People who used the service told us, "It has been amazing to get this support, it has really helped me recover." The service had incorporated therapy into the plan for all people who used the service to support their recovery. This gave them a safe space to recover and receive emotional support for them and their family.

Staff were aware of the individual needs of those they supported. We heard how when protection concerns were raised this was significant in ensuring they were protected from harm. When we spoke with staff they were able to confidently give examples of times they had shared their knowledge to ensure the safety of those they supported. This ensured the people they supported were protected from harm.

The service had made good working relationships with local agencies. This increased their knowledge of local resources to be able to support the people they worked with. Staff told us, "We are well supported to know what other organisations offer; to ensure we find the right resource for the people we support." This ensured the people they supported had a wide network of support to help them.

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.

The service had a clear process in place to evaluate the needs and experience of the people they supported. This allowed the service to have a constant review of their capacity to ensure waiting lists were kept to a minimum. We heard how recently they had been able to expand their staffing levels due to an increase in referrals. This led to people receiving support more promptly and help them recover.

There was a focus on upskilling and training staff. We saw how staff were encouraged to attend training even if it wasn't specific to their role, to increase their knowledge base. The team had undertaken trauma training and could confidently share how they used this in practice. We also heard how learning was incorporated into team meetings, where staff had to present to the team. This ensured there was a knowledgeable staff team who could meet the needs of those they were supporting.

We saw how the service had gathered views of those who used the service to help inform their self-evaluation. However this was in the early stages of being developed, due to a change in management. We were told how this would then inform their development plan. We look forward to seeing this implemented in the future, to help further build on the views of those involved with the service.

There was clear expectations of what the service offered. The people using the service told us, "It was clear from the beginning the level of support which I would receive, which was helpful as it reassured me that I would get the support I needed." This helped them develop emotionally, and build strong trusting relationships.

Those in management roles were clear where improvements were needed. There was a current review of the policies and procedures in place. Within this the service recognised areas in health and safety, and protection policies which needed updated. This was helpful in developing the service to ensure practice reflected the latest national guidance.

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.

There was very good relationships between staff and those they supported. People who used the service told us, "The staff are so amazing, it's the best service I have ever had." We saw how consistent staff were utilised to promote trusting relationships. However, if they were unavailable in a time of need, there was always someone available to offer support. This ensured there was responsive support, which led to building trusting relationships.

The service had a good oversight of the number of staff needed, and the skills they had. This ensured that people who used the service got the support they needed. There was an understanding in the team of their level of individual expertise, and they utilised these to ensure they provided highly skilled support.

Recruitment procedures were robust and reflected safer recruitment guidelines. We found that the service was committed to ensuring they had highly skilled staff with the correct value-base. We saw how this was reflected in the recruitment process with value based questions, and ensuring they had the skill set to meet the needs of the service.

There was a good supportive team in the service. We observed staff looking forward to training together, and lovely respectful caring relationships between the team. Staff told us, "The team is so welcoming and supportive, it's the best team I've worked in." This led to staff working well together, and delivering good support to those people who used the service.

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.

The service had detailed plans for everyone who used the service. People who used the service told us, "We are involved in our plans, and they are really clear in helping me recognise the progress I have made." These plans were clear in reflecting the support in place for people and also highlighting areas where they had

made progress. This allowed people using the service to have a sense of achievement and grow in confidence.

The plans in place were empowering, and focused on supporting risk. On reviewing these we found they focused on the strengths of those using the service and how to build on these areas to support them. This led to people who used the service being able to reflect on their strengths and help them develop effective strategies.

We found when the support for people was coming to an end, there was other options available through the service. We saw how staff had supported people to attend groups which they facilitated, when they were worried about attending by themselves. This allowed people who used the service to still receive support when focused 1-1 time had come to an end. We found this was positive in helping people feel included and supported.

Staff regularly reviewed plans with the people they supported. Alongside this managers also completed audits to ensure there was reflection where staff could improve plans. This ensured the most up to date support was recorded to provide effective support to those using the service.

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
1.3 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
3.3 Staffing arrangements are right and staff work well together	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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