

# Hebrides Alpha Project Housing Support Service

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Isle of Lewis  
HS2 OLT

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**Type of inspection:**

Announced (short notice)

**Completed on:**

24 June 2019

**Service provided by:**

Hebrides Alpha Project

**Service provider number:**

SP2009010618

**Service no:**

CS2009233376

## About the service

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

The Hebrides Alpha Project is a Christian based service which aims to provide a housing and rehabilitation service for people who are experiencing difficulties because of addiction to drugs or alcohol. They set out to provide this through the provision of safe, secure, alcohol and drug free environment and a Christian focused therapeutic programme which is based on recognised best practice in this field.

## What people told us

We were able to obtain the views of people who were either currently using the service, or from individuals who had recently completed the programme. We did this through speaking with two people who were currently resident in the accommodation, two people who had recently completed the programme, and from four people who submitted care standard questionnaires.

Individuals spoke positively about their experiences of using the service and of the support they received from the staff team. Some people we spoke to were able to tell us about the difference using the service had made to their recovery, and to enabling them to make changes in their lives.

## Self assessment

The service was not asked to complete a self assessment before this inspection. As part of the inspection we looked at how the service identified and took forward development and improvement work.

## From this inspection we graded this service as:

<b>Quality of care and support</b>	5 - Very Good
<b>Quality of staffing</b>	not assessed
<b>Quality of management and leadership</b>	5 - Very Good

## What the service does well

We assessed that the quality of care and support being offered by Hebrides Alpha was very good. We concluded that this was reflective of the very good standard of management and leadership which we saw being demonstrated within the service.

We were confident that people experiencing support were being treated with dignity and respect. Throughout the time we were present in the service we observed good interactions between staff and individuals, and it seemed that people were being supported by a team who were responsive to their needs, and who had a kind and caring approach.

People using services should have a support plan that is right for them, and which sets out how their needs, wishes and individual goals will be met or worked towards. A person centred approach to personal planning, with support being focused on individually identified priorities, was apparent for each person. People were being actively encouraged to engage, direct and review their own progress.

We also concluded that the service worked flexibly with people in a way that responded to individual priorities and changing needs. People were being actively encouraged and supported to access specialist services from other agencies appropriate to their needs. Within this it was clear that supporting people towards better physical and mental health was prioritised and people benefited from the effective partnership established between the service and the community alcohol nursing service.

We found that the people were being supported to make informed choices about whether the service was right for them. Clear written and verbal information about the service was made available to individuals who were expressing an interest in using the service. This included details of the therapeutic programme that remains mandatory for those taking up residency.

It was apparent that while some people who used the service fully embraced these therapeutic opportunities, for others this was less successful, and positive outcomes were attributed more to the abstinence required in the accommodation, and the support provided by staff team. The therapeutic programme offers a range of opportunities including one to one interventions, group work and attendance at external support groups such as AA or other recovery based group. We observed that there was continuous evaluation and reflection within the service of how the programme could be enhanced or changed.

We also observed that while therapeutic employment continues to be core to the programme, individuals were being supported to maintain or return to existing employment opportunities when this was an option. For some people this would offer continuity and support when their stay in the service concluded.

People should have confidence in staff because they are trained, competent or skilled, are able to reflect on their practice, and follow professional and organisational codes. Hebrides Alpha has a small, stable staff team within which supports continuity of service provision.

We saw that staff were being supported to attend a comprehensive range of training opportunities relevant to supporting people who are experiencing problems because of addiction or substance misuse. Feedback from people using the service included that the staff team were knowledgeable and had insight relevant to the issues they were experiencing.

The staff team were highly motivated, and demonstrated a commitment and enthusiasm for their role. Opportunities such as team meetings and staff supervision were effectively used to reflect on practice, to share learning and to support skill development. We concluded that the skills and experience of the staff team, and their belief in each person's ability to recover, contributed significantly to the positive experiences of people using the service.

People should have confidence that the service they receive is well managed and led. This is a well run service. The management team were involved in all aspects of service provision, providing direct support, oversight of service delivery as well as providing overall leadership. The management team were accessible to people using the service, and to the staff team.

There were regular opportunities for people using the service to reflect on their experience within the service, and constructively contribute towards service development. We saw that the team carefully considered all feedback received and opportunities for improvement were taken forward. For example, more regular group

activities have been instigated, and these have been found to offer social opportunities for companionship and social interaction which some people have enjoyed.

## What the service could do better

People should be involved in making choices and decisions about the risks they take in daily life. We concluded that some individual risk assessments needed updating as circumstances changed, or as support planning developed.

While some use has been made of quality assurance we saw that there was still scope to develop the processes they use to support and evidence continuous improvement. This should then link to an improvement plan that focuses on enhancing service provision.

## 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](http://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
21 Jul 2017	Announced (short notice)	Care and support Environment Staffing Management and leadership
		6 - Excellent Not assessed 5 - Very good Not assessed
12 Feb 2016	Announced (short notice)	Care and support Environment Staffing Management and leadership
		Not assessed Not assessed Not assessed Not assessed
24 Feb 2014	Announced (short notice)	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed 5 - Very good 6 - Excellent
28 Feb 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed 5 - Very good 6 - Excellent
9 Mar 2012	Unannounced	Care and support Environment Staffing Management and leadership
		6 - Excellent Not assessed 6 - Excellent 6 - Excellent

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