

Change Grow Live West Lothian Services Housing Support Service

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Unannounced

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Service provided by:
Change, Grow, Live

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About the service

Change Grow Live West Lothian Services is registered with the Care Inspectorate to provide housing support services. The service has two teams who provide services across West Lothian:

- assertive outreach to individuals, aged 18 and over, who use drugs and/or alcohol who may have difficulties accessing support services;
- recovery service to individuals, aged 18 and over, who use drugs and/or alcohol who are seeking rehabilitation. This team also support the development of the recovery community providing support and training for individuals who wish to volunteer.

The West Lothian service is part of Change Grow Live which is a national charity which provides substance misuse and offender recovery services across the United Kingdom.

There were around 230 people using the service at the time of the inspection.

About the inspection

This was an unannounced inspection which took place on 18 to 21 March 2024. The inspection was carried out by two inspectors 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 25 people using the service
- spoke with 13 staff and management
- observed practice and daily life
- reviewed documents
- received feedback from supporting professionals.

Key messages

- People were very happy with the support provided by Change Grow Live.
- Staff were well trained and well supported by the management team.
- The service had fostered positive working relationships with other agencies.

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 the support provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

Support was provided in a personalised way where people were treated with respect. Everyone was valued within the groups and people were welcomed and included. There were warm and encouraging interactions between staff and people using the service. Everyone spoke highly of the service and we heard:

"the staff are all nice, non-judgemental and supportive. It's good to have a place to go and get help".

"It's a life saver service, everyone is so nice, but the groups have been great, we all get on well and it helps me stay sober".

"Its really helped me, stay clean, I am back in control. I couldn't have done it without the help. My worker is the best".

People were confident in their service because they were being supported by staff who were familiar. The team were working hard to provide consistency of staff. Staff were using their knowledge of people to promote harm reduction and recovery. These relationships were contributing to securing the best outcomes for people.

People were recognised as experts in their own experiences and encouraged to be in control of their recovery journey. The service was reaching out to people at different stages of addiction with people who were experiencing crisis through to others who were in recovery. People were at the centre of their support and this ensured that they were getting the most out of life.

There were a range of supports and activities available including group work, recovery cafes, voluntary work, education, health and fitness as well as making connection with others. Staff understood the importance of being active and encouraging people have purpose to their day.

The services gave people the opportunity to reflect, learn and develop the necessary skills to keep themselves safe and continue on their recovery journey. Some of the staff, and volunteers, had experience of drug and alcohol recovery which was helping people using the service feel less isolated and understood.

People were proud of their achievements in their recovery journeys. Everyone we spoke to talked positively of the support and how Change Grow Live have supported them. Some of the feedback included:

"It's have changed my life, I have the support to keep going".

"I'm thankful and grateful for the support I have received".

"My life has changed, I have built relationships back up with my family".

"This has saved my life".

"It really has opened doors but also helped me close doors that needed to be closed".

"Now I see a future where I didn't before".

People were encouraged to get involved and help others. There was a large group of volunteers within the service with many who were previously supported by Change Grow Live. Volunteering was giving the volunteers a sense of purpose and self worth but was also offering people using the service hope and inspiration for their own recovery.

Staff were trained and understood their role in supporting people with their health and wellbeing. Staff were responsive to people changing needs and confident in offering advice, signposting and support when people were experiencing crisis situations. The outreach team were proactive in reaching out to people who were not using support services and offering support to access other agencies including rehabilitation appointments. The team were also providing education and supplies of naloxone where this was requested. People were receiving the support they wanted to start and continue their recovery journey.

The staff team had built up a very strong relationships with other professionals including health professionals, social work, police, prison service and other third sector agencies. Within the sector there was a strong sense of professional respect with clear roles and responsibilities. This meant that people's wellbeing was being prioritised and supported by the most appropriate person. One supporting professional said "The service the team provide is essentially a life line. They visit clients at home or in the community and work hard to link them in with services, including offering emotional and practical support alongside the recovery work they're doing more specifically around addiction. My impression is they're a very responsive team and care a great deal about their clients".

How good is our leadership?

5 - Very Good

We found significant strengths in the support provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

The management team knew people well and were providing good leadership. We heard that staff felt confident speaking to managers and sharing views on the service. Staff said that the managers, and Change Grow Live as an organisation, were "approachable" and "supportive". Staff felt valued and enjoyed their work.

People could be assured that there were systems in place to monitor standards of support within the service. The management team were committed to audit and self evaluation processes. People's experiences of the service were evaluated to ensure satisfaction and that the service was providing the right support. The service had a comprehensive improvement plan which the manager was using to develop the service. The service was accountable and providing comprehensive reports to the local health and social care partnership and Scottish Government with details of service delivery and outcomes for people using the service.

The service had a culture of learning. They had systems in place to address feedback, accidents and incidents which enabled them to take action to address and learn from events. The management team were working closely with other professionals to ensure that risks were minimised, however, there had been few notifications to the Care Inspectorate following incidents. The management team agreed to take action to remedy this. We shared guidance on records that care services must keep and guidance on notification reporting and look forward to seeing progress in this areas.

How good is our staff team?

5 - Very Good

We found significant strengths in the support provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

Staff were well supported. Daily and monthly staff meetings along with one to one supervision and appraisal were taking place to support staff. Staff were confident seeking additional support to develop in their role.

The service was providing training for staff and volunteers to help them undertake their job. This was being delivered through e-Learning and face to face training. Specialist training was being delivered by the local health and social care partnership and the Scottish Drugs Forum. The service was prioritising training to ensure that staff and volunteers were supported to maintain their knowledge and skills in order to keep people safe.

Staff competency was being regularly assessed. Peer review and competency checks were planned and completed. The meant that staff were reflecting on their own, and colleagues, practice to ensure that there were good outcomes for people using the service.

How well is our care and support planned?

5 - Very Good

We found significant strengths in the support provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

The service had personal recovery plans in place for everyone. These were written in a respectful way using the Recovery Outcomes Web. Plans were clear and outlined people's strengths and details of how they wished to achieve their outcomes.

Information about how to keep people safe was included within the plans. There was a focus on adult and child protection measures and we suggested that the management team ensure that other potential risks are clearly highlighted to ensure support is arranged in the safest way possible.

People were participating in regular conversations about recovery plans to ensure that support information and goals were up to date. Personal plans were recognising people's achievements and progress.

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
1.2 People get the most out of life	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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