

Charles Brownlie House Housing Support Service

Charles Brownlie House
22 Portwell
Hamilton
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Telephone: 01698 281 922

Type of inspection:
Unannounced

Completed on:
25 March 2024

Service provided by:
Blue Triangle (Glasgow) Housing
Association Ltd

Service provider number:
SP2003000162

Service no:
CS2012310877

About the service

Charles Brownlie House is a housing support service located across three sites in the South Lanarkshire towns of Hamilton, Blantyre and East Kilbride. The services offer temporary homeless accommodation and housing support to individuals and, in the case of the East Kilbride service, families.

The service is provided by the Blue Triangle Housing Association. The mission of Blue Triangle is 'To empower people to thrive.'

This inspection looked at practice and outcomes for supported people across the three service locations.

About the inspection

This was an unannounced inspection which took place on 19 and 20 March 2024.

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 three people using the service
- spoke with seven staff and management across the three locations of the service
- visited all three locations and observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- People using the service were treated with compassion, dignity and respect
- The staff team are skilled at building trusting relationships with people
- Personal plans were highly individualised and regularly reviewed
- People felt and were supported to stay safe while staying within the service
- The leadership of the service had good quality assurance processes in place
- The service should seek to ensure important information is always passed on to key professional partners including the care inspectorate

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

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 people, therefore we evaluated this key question as very good.

People using the service were treated with compassion, and the staff team were skilled at building trusting relationships, despite the short period of time many people stay within the service. One supported person said "they notice if I'm having a bad day, they will sit me down, offer me a cup of tea and make time for me." This enabled people to feel comfortable to engage with support from the service and partner agencies, giving them the best possible chance of success.

People told us that they always felt listened to and respected. People were fully involved in decisions about their support, and plans were proportionate and highly personalised. Risk assessments and personal support plans were put in place on the day people moved to the service and are reviewed at regular intervals including when something changed or new needs became apparent.

The service encouraged people to build supportive links in the community that would endure beyond their time in the service. Several unaccompanied young people were resident, and the staff team thoughtfully supported people to make links with their faith community and celebrate cultural events. The service advocated for supported people to access longer term housing in communities where they feel safe and at home, helping people to maintain relationships that were important to them.

People's rights were understood and respected and the staff team were very clear about the health and safety reasons for any restrictions in place within the service. This contributed to a sense of safety and security within the service for everybody. Staff had a good knowledge of housing rights and shared this with supported people and involved professionals. This empowered supported people and promoted more positive outcomes.

People living within the service shared that they felt safe, and this was promoted by a strong understanding of risk amongst the staff team. This includes implementing best practice in relation to adult and child protection. The staff team were confident in the use of harm reduction approaches and reached a good balance between working to promote safety and recognising people's personal autonomy.

Staff within the service skillfully supported people to access and benefit from healthcare. The staff team had strong working relationships with a number of health-related services, including local GPs, addiction and mental health services. Where there were barriers to people accessing health services, the service worked closely with partner agencies to overcome these and to bring the support to the people who needed it. This was further enhanced by staff having access to high quality training around recovery and mental health. People were therefore supported to access services and make informed choices that contributed to better physical and mental health.

People were encouraged to explore their interests and aspirations, including educational and work opportunities and to think positively about their future. People's successes and skills were acknowledged and celebrated. One supported person told us "other places I've stayed, I've just been a number but here I am a human being." This means people felt seen and appreciated for who they are and were enabled to feel hopeful about their future.

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 which significantly outweighed the area for improvement identified, therefore we evaluated this key question as very good.

The service had clear processes in place to continually evaluate people's experiences. Supported people said that their views were asked for and listened to, through formal surveys and informal catch ups, and during care plan reviews. Staff members and supported people said that they felt confident giving feedback about the service or raising any concerns, as this was dealt with sensitively, always keeping the experiences and needs of supported people at the centre.

The service has used the Care Inspectorate quality framework as a basis for self evaluation exercises and has plans to develop this further in the future. There is a clear and detailed service development plan in place, although this would be more cohesive if goals were linked into either the quality framework or the health and social care standards. This would ensure that the rationale for the areas of improvement identified was clear, and would therefore make it easier to identify the impact of improvement work for supported people.

Daily updates on each supported person are provided to the commissioning local authority so service managers review supported people's files every day, maintaining a constant overview. Additionally, more detailed spot audits are carried out by the service manager. Additionally, the external operations manager undertakes regular file audits. It was clear that outcomes for service users were constantly monitored and well understood by managers within the service.

However, we heard that it can sometimes take time for information from these daily updates or information about incidents to be passed on to allocated local authority housing workers. Part of the responsibility for this delay lies with the housing services themselves. However, it would be helpful for partner agencies if important information was passed directly to workers to allow for a more timeous and person centred response. We also noted a few occasions where notifiable incidents were not passed on to the Care Inspectorate. The service has recognised practice had slipped in this area and has a plan in place to tighten up review of incident reports and notification processes. However, given the potential impact upon support for service users, an area for improvement has been identified in relation to this.

Areas for improvement

1. In order to ensure that people experience a consistent approach from all people supporting them, the service should ensure that important information is reviewed and passed on to the relevant people timeously. This should include but not be limited to:

- a) ensuring there is clarity for each supported person about who their lead professional is and how information is best relayed to this person
- b) ensuring that notifiable incidents are always passed on to the Care Inspectorate.

This is to comply with Part 4 of The Social Care and Social Work improvement Scotland (Registration) Regulations 2011.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'If I am supported and cared for by a team or more than one organisation, this is well coordinated so that I experience consistency and continuity' (HSCS 4.17).

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

The provider should ensure that service users can access online resources and communication opportunities in the same way as these are available in family homes. This would mean that they would not be disadvantaged compared to friends, fellow students and workmates.

National Care Standards Housing Support Service. Standard 6: Choice and Communication

This area for improvement was made on 24 September 2024.

Action taken since then

Wifi is available in all parts of the service for supported people to use. The signal is not strong in all parts of the service, particularly in the second Portwell building, however supported people can access a better signal in the office spaces in which they are welcomed. People can also access laptops if they do not have their own devices.

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

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