

We Are With You South Ayrshire Housing Support Service

1st Floor
3 Killoch Place
Ayr
KA7 2EA

Telephone: 01292 430 529

Type of inspection:
Unannounced

Completed on:
12 September 2024

Service provided by:
We Are With You

Service provider number:
SP2004004093

Service no:
CS2018369484

About the service

We Are with You South Ayrshire is a housing support service that provides support to adults affected by the misuse of drugs, alcohol, and other substances.

The service's registered office is in the town Ayr. We Are with You, a national UK charity.

People supported by the service live across the local authority area in both urban and rural locations.

Support options include individual, group, peer, and family supports with online/telephone as well as in-person meetings available.

The service aims state: 'Our aim is to put service users in charge of their lives and at the heart of our organisation. Helping to change people's lives and bring families back together fuels our motivation and drives our organisation forward.'

At the time of inspection the service was supporting 172 people.

About the inspection

This was an unannounced inspection which took place on 10 and 11 September 2024. The inspection was carried out by two inspectors from the Care Inspectorate.

To prepare for the inspection we reviewed information about this service.

In making our evaluations of the service we:

- spoke with 10 people using the service
- spoke with seven staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals

Key messages

People were fully involved in setting their own goals.

Clients were encouraged to provide feedback and were meaningfully involved in service development and improvement.

Staff managed their diaries to meet the needs and availability of those they supported.

The team worked well to ensure the service was as accessible as possible to people.

People were very positive about the support they received from We Are With You South Ayrshire.

As part of this inspection, we assessed the service's self-evaluation of key areas.

We found that the service was not yet undertaking self-evaluation. We discussed the benefits of self-evaluation and how this approach should be adopted to support improvement in the service.

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?	4 - 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.

During the inspection we were able to see that people had or were able to access health assessments. Referrals were made when required to relevant health professions in order to meet people's health and wellbeing needs. The service had nurses who provided support to people both at the service base and in the community.

We sampled people's personal plans and were able to see that clients were highly involved in setting their own goals whilst using the service. People reviewed their progress through an outcome tool used by the service, known as Outcome Star, which gave them an insight into the work they were doing to reach their goals and encouraged motivation.

Staff had good relationships with people where they are able to promote and encourage clients to consider positive life choices that they may not have considered before. Staff were responsive to people's health and wellbeing needs. Each client was allocated a specific worker who was fully informed of their circumstances and needs. The worker was therefore able to utilise relevant tools to support and signpost the client to relevant agencies where appropriate.

Staff had good knowledge and understanding of the client group through their training in courses such as trauma informed practice.

We were able to see that clients had choice when deciding on which type of support they required to meet their individual needs. They could choose from a variety of support options such as one to one support sessions with a key worker, attending Mutual Aid Partnership (MAP) and Positive Attitude to Achieving Recovery (PAAR) groups, and drop-in sessions. This meant people could choose support methods that were individual to them allowing them to have full control of their support.

During the inspection we observed a MAP group and a PAAR group. MAP was run in complete collaboration with the people who accessed the group. One person told us that he continues to attend the group 'despite 10 years of sobriety' because it keeps him grounded. PAAR was a more structured group which covered subjects to aid recovery and relapse prevention. Staff used their knowledge and skills to facilitate in a manner that was thoughtful, compassionate and helpful. The groups gave people the resources and tools to deal with issues personal to them.

The staff worked hard to cultivate relationships within the large area the service covers including more rural areas. The staff team had a very good knowledge of local and national supports and utilised this in a way that supported people to get the most out of life. This was evidenced through the service's ability to work in a multi-agency approach.

The service also provided support to family members and key individuals of people with substance misuse issues. This was done through Community Reinforcement and Family Training (CRAFT) support groups. This meant that families were able to contribute to people's recovery as well as accessing support themselves. One family member told us they were now able to have a better relationship with their loved one since having support from We are with you.

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 robust quality assurance processes. We reviewed the service improvement and development plan which was in place. This was informed by the quality assurance audits which were carried out on a regular basis. Any actions from the audits were added to this action plan. There were clear timescales set, records of responsibility and updates on progress made. It was clear to follow the improvement journey of the service. Where actions highlighted involved the team or individual team members these were discussed through regular team meetings and supervisions.

There were a range of trackers in place which provided clear oversight of professional registration, supervision and staff training, as well as staff members individual caseloads, clients Outcome Stars and client consent.

We were able to see records of feedback from clients which was gathered through feedback forms, phone calls, messages, groups and 1:1 sessions. Feedback was collated and shared through feedback implementation meetings with staff and discussions had about how to take actions from the feedback forward. This was recorded on You Said We Did boards within the service to inform the clients of what was being done. This showed people that their opinions were valued. Feedback gathered also informed the service improvement plan which showed that clients were meaningfully involved in improving service delivery.

We reviewed accident and incident records and found these to be well managed. Incidents were discussed through team meetings which encouraged reflection in the staff team and discussion around lessons that could be learned. The appropriate authorities were informed. We did find that some incidents - particularly those involving adult protection referrals should have been notified to the care inspectorate. We discussed this with the manager and notification guidance was given. Having reviewed these incidents and referrals we were confident that the appropriate processes had been followed.

We received very positive feedback from staff about the management team and heard about how approachable and supportive they were.

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.

Staff had their own caseloads and managed their time to suit the needs and availability of the clients they supported.

The service was flexible by ensuring they had groups and meetings at various times of the day and days of the week. This included a later evening and weekends making the service accessible to people. The team also had sessions in more rural areas where it may otherwise be difficult for clients to access services.

Staff told us they worked well together as a team to meet the needs of the clients. This included where there is any sickness or leave. Staff would work together to provide cover to ensure that clients were not impacted. We saw positive working relationships between staff and clients and were confident in staffs capabilities. We were able to see that training was used in practice.

Staff took part in regular team meetings, supervisions and training which enabled them to reflect on their practice. When staff took part in these activities it did not impact on clients being able to receive the support at the time that was right for them.

Any staff that came to work in the service, such as sessional or seconded positions, received the same level of support as permanent We Are With You staff. They had access to the same training, supervisions and team meetings. This ensured that there was a consistent quality of care.

How well is our care and support planned?**4 - Good**

We evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

We were able to see initial assessments were carried when a client started with the service. The service used a recovery outcome tool. This informed peoples personal plans. Clients were able to identify specific issues that they wanted support with from the service, such as addiction, relationships and emotional health.

Using the Outcome Star tool it was clear to visually see the progress that people made in their recovery journeys. We did find that there were inconsistencies in the level of detail within peoples running notes. For some we could clearly track the progress people had made, however this wasn't the case for all. There were examples of where we could see that someone had managed to achieve their goals but we were unable to determine how that progress had been made. We suggested that a more consistent approach is used in recording peoples running notes to ensure that what people have done to achieve their goals is captured in a meaningful way.

We were able to see that appropriate risk assessments were in place which were updated regularly and a management plan was created to inform staff of how to manage risk.

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?	4 - Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	4 - Good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.