

The Kilmarnock Project and Outreach Flats Housing Support Service

28 Bank Street
Kilmarnock
KA1 1HA

Telephone: 01563 520 144

Type of inspection:
Unannounced

Completed on:
8 November 2024

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

Service provider number:
SP2003000162

Service no:
CS2004079117

About the service

The Kilmarnock Project and Outreach Flats is a housing support service run by Blue Triangle (Glasgow) Housing Association Ltd.

From one location in central Kilmarnock, it offers accommodation and support to people who have become homeless and are aged between 16 and 25 years old. This part of the service can support up to six service users in four flats in the Bank Street premises and also provides four one-person outreach flats across Kilmarnock.

The service also provides support to young people leaving care and transitioning to independent living. This support is provided in a block of three flats in a separate location in Kilmarnock and can support up to six young people.

The service also offers support to people in the community who have experienced homelessness through a Housing First approach.

About the inspection

This was an unannounced inspection which took place on 30 and 31 October 2024 between 11:30 and 17:00 and 10:00 and 18:00 respectively. 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 gather since the last inspection. In making out evaluations of the service we:

- spoke with seven people using the service
- spoke with 11 members of staff and management
- observed practice and daily life
- reviewed documents
- reviewed completed survey responses
- spoke to one external stakeholder

Key messages

- Proactive staff worked collaboratively with other agencies to improve outcomes for people using the service.
- Those using the service were fully engaged in their support and involved in decision making.
- People were happy with the support they were receiving.
- People in the service experienced a therapeutic approach to support. Staff were skilled at developing positive interactions and relationships with supported people.

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 staff team?	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

1.3 People's health and wellbeing benefits from their care and support

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 a very good understanding of their role in supporting people and recognised the limitations of this, in terms of what support they can provide. The team have developed positive working relationships with a range of local services. An external stakeholder told us staff *'will always offer referral to other services when appropriate or seek advice in order to achieve the best outcomes for their residents.'* Staff recognised how important these partnerships were in supporting people to develop connections which they will be able to maintain as they move on.

People in the service are fully involved in making decisions about their wellbeing through personal plans. In relation to these plans, we heard that staff *'go through this with me, I can add into this and am part of it'*. There was recognition that for some supported people formal meetings were not the best way to engage with them. Instead staff were able to make use of day to day discussions with individuals to ensure that people had opportunity to express their views and preferences, with these being incorporated to their plan.

People in the service were enabled to make informed decisions that contributed to positive physical and mental health. We saw evidence of discussions with young people that increased their knowledge, for example around topics such as drug and alcohol use. This meant that young people were better informed to keep themselves safe due to having an increased awareness of potential outcomes.

A therapeutic approach to support was a strength of staff within the service. Staff spoke with compassion and empathy about young people and their experiences. Staff had a good understanding of the impact of people's experiences can have, and recognised the need to see beyond behaviours to really connect with people.

There were a range of opportunities which contributed to health education, including harm reduction, sexual wellbeing and sleep health. We heard of the providers 'Lets Move' programme being available to supported people to prepare them for moving on, through increasing their skills, building resilience and empowering them to achieve their potential. The service had also developed a 'Promise Board' which was used as a tool to educate and inform people on their rights, legislation and relevant policies. All supported people we spoke to were happy with the support they were receiving, one person shared the service *'help me with getting everything in order to move forward'*.

How good is our staff team?

5 - Very Good

3.3 Staffing arrangements are right and staff work well together

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 continuous consideration given to staffing arrangements, taking into account several factors including the needs of supported people, day to day tasks, and staff availability. This meant that those using

the service had access to support from the right people at the right time. The service has formalised this information into a comprehensive staffing needs assessment which is reviewed regularly to ensure a high standard of service can be delivered.

Staff provided care and support with compassion and engage in meaningful conversations and interactions with people. Staff *'go above and beyond'* whilst also ensuring *'everyone is looked after, cared for and listened to.'* In addition, supported people shared they felt listened to which contributed to individuals confidence and self-worth.

A learning and development culture was evident within the service. Most staff were up-to-date with mandatory training, and had also completed additional training on topics that were relevant to their role. This ensured staff had the right skills, knowledge and understanding to offer high quality support to individuals.

Staff were motivated and adaptable to change which contributed to support being consistent and stable. Everyone we spoke to said they saw their key worker regularly, but felt comfortable to approach any member of staff if they needed anything. One person told us there is *'always someone to help, which gives stability'*.

People using the service and staff benefited from a warm atmosphere because of good working relationships. An external stakeholder commented *'Blue Triangle was my favourite place to visit due to how welcoming staff were and how fantastically well they supported the young persons'*. During inspection we observed laughter, fun and light-hearted humour which contributed to a relaxed atmosphere. A range of activities were planned on a regular basis which brought people together, and provided new and fun experiences.

Staff communicated with each other effectively. This is supported by team meetings which took place regularly and provided opportunity to focus on service development and reflective discussions as a team. These meetings allowed staff to consider current supports for young people and explore whether anything could be done differently, which allowed for shared learning between staff. Good communication extended to colleagues out with the service and helped with positive partnerships being developed with multi-agency colleagues.

There was very good understanding of the role relationships play in supporting people. Staff were confident in building positive relationships with people using the service. Individual success was celebrated throughout the service, which included buying a house, going to university, attending college/school and young people making use of positive coping strategies. One staff member spoke of *'Finding the small things and making it a big deal, people feel special'*. We heard about people coming to visit after having moved on, which is testament to the strength of relationships that developed. Those currently being supported by the service were aware of this which provided reassurance to them when thinking about moving on.

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 service provider should review staffing levels, to ensure that they remain sufficient to maintain a safe environment for young people and staff, commensurate with the identified needs and risks of people using the service.

This is to ensure care and support is consistent with The Regulation of Care (Requirements as to Care Services) (Scotland) Regulations 2002 ; Staffing 13 (a), and the Health and Social Care Standards which state that - 3.15 My needs are met by the right number of people.

This area for improvement was made on 30 January 2019.

Action taken since then

During this inspection, we saw evidence of ongoing consideration of staffing levels within the service. This was supported by the implementation of a formal staffing needs assessment, which is reviewed regularly.

This area of improvement has been met.

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 staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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