

The Salvation Army Outreach Support Service Aberdeenshire Housing Support Service

The Salvation Army
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Unannounced

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Service provided by:
Salvation Army

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CS2018370029

About the service

The Salvation Army Outreach Support Service is registered to provide housing support to up to 300 people, at risk of homelessness, across Aberdeenshire. The service is provided by a team of staff on an outreach basis.

About the inspection

This was an unannounced full inspection which took place on 11, 12 and 17 February 2025. 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 registration information, information submitted by the service and intelligence gathered since the service was registered.

In making our evaluations of the service we:

- spoke to seven people using the service
- received feedback from nine staff
- spoke with members of staff and the management team
- received three completed feedback forms from visiting professionals
- reviewed documents.

Key messages

- The service has a positive impact on people's lives.
- Support was tailored to each individual's needs which ensured that people's outcomes were met.
- Quality assurance systems supported improved outcomes for people.
- The staff team were confident and competent.
- Personal plans were personalised and people were fully involved in the support that they received.

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

We received very positive feedback from people about the service and staff. The service was successful in assisting and supporting people in their daily lives. People said "I can happily say that I am so grateful" and "(they have) always been helpful and got time to listen and always there if I have got a question about something like a letter or a form". This contributed to people's feelings of positive mental well-being. People felt valued because of this, which increased their self-worth.

Staff used resources and toolkits to help people achieve their goals by identifying areas for improvement and focusing on their strengths and abilities. This meant that people were supported to achieve positive outcomes.

People had built trusting relationships with their support worker. People said "they deserve a gold star" and "if I need anything" they are "at the end of the phone if required". This showed people were fully involved in their support and that staff treated people with dignity and respect.

Support was person-centred and based around people's preferences. For example, some support was face-to-face, whilst other people were supported on the telephone, as this suited them better. This flexible approach benefitted people and gave them choice. There was a focus on enabling people to be the best they can. This meant people felt in control, which increased their confidence.

Staff read people's support plans and risk assessments before supporting them. As a result, staff knew people's support needs, wishes, and preferences.

The leadership team had very good oversight and monitored any safeguarding concerns. Staff were aware of their roles and responsibilities and discussed any concerns appropriately with the leadership team. Communication and collaboration with other agencies involved in supporting people's health and wellbeing was very good. This contributed to ensuring people's safety. As a result, people received the support that was right for them.

How good is our leadership?

5 - Very Good

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

There was a strong leadership team in place who recognised the importance of self evaluation and had the skills and capacity to identify improvement. A service improvement plan was in place. We spoke to the leadership team about developing this plan to include the various ways in which improvements were identified.

Regular meetings were held with key stakeholders and six monthly reports were prepared. This evidenced continual review as well as the monitoring of outcomes.

An internal quality assurance audit had been completed which identified a number of areas of good practice and areas for consideration, this included views of people supported by the service and staff.

Professionals said they felt able to provide feedback to the service and that if they identified any concerns these would be addressed. This meant that the service responded effectively to feedback and used this to learn and develop.

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.

Staffing arrangements supported positive outcomes for people. Staff worked flexibly and adapted the support they provided to meet individual needs. People supported by the service described staff as "really good" and "amazing". People said that staff fitted in with their schedule and communicated with them in the way that they preferred, utilising a variety of ways to provide support. People said that staff were always at the end of the phone if they needed them.

This meant that the service was responsive and adapted to the ways that people wanted their support, ensuring outcomes were met.

Staff worked well together as a team and supported each other. Staff said that their colleagues were "always ready to help" each other and that managers were always available when they needed them.

Staff spoke very positively about the induction and training they received and said it prepared them for their role. Staff said they felt confident and competent and that they got regular one to one support from their line manager. This provided time for them to develop and meant they all felt supported and listened to. There was a culture of continuous learning within the leadership team which meant new learning opportunities were explored and provided for the team.

There were regular team meetings as well as informal communication systems in place to ensure that staff and management communicated well with each other. There were systems and processes to make sure that staff were safe when lone working. This ensured that the team worked effectively to meet the needs of the people they supported as well as supporting each other.

Safe recruitment procedures were followed, this meant that people could be confident that staff were recruited safely.

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.

The service successfully used a digital support planning system. People were fully involved in the assessment and planning of the care and support they received. This meant that people's personal plans detailed their choices and preferences. However, the documentation did not always reflect the many positive outcomes for people.

People's support plans and risk assessments did not always contain the most up-to-date information. The information obtained as part of the referral process was not always used effectively to inform people's support plans, specifically in relation to the sharing of information with families and supporting people at risk of offending. Incorporating this information would assist in reducing any risk of inconsistent care or support and ensure people's wishes were fully respected. We spoke to the service about these areas during the inspection and were confident that the management team would address these as part of their ongoing service development.

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

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