

Kibble Housing Support Services Housing Support Service

Kibble Community Services
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Paisley
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Telephone: 01418 890 044

Type of inspection:
Unannounced

Completed on:
25 February 2025

Service provided by:
Kibble Education and Care Centre

Service provider number:
SP2004007042

Service no:
CS2014324762

About the service

Kibble Housing Support Services guides and supports young adults to move from a residential setting to their own tenancy. The service provides structured support, from moving in, furnishing and sustaining a tenancy. The services supports young adults to develop skills for life which help them move successfully into adulthood. The service provides a comprehensive support package which includes access to 24-hour on-call support. The service also provides access to further education or work placements in the community, including placements in KibbleWorks. The organisation secured funding for a part-time Community Inclusion Worker, to work alongside Housing Support, strengthening and expanding the service provided.

This service has been registered since 23 December 2014.

About the inspection

This was an unannounced inspection which took place on 5 February from 11am until 4:30pm and on 10 February from 11am until 1:30pm.

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 two people using the service
- spoke with four staff and management
- reviewed documents
- spoke with one visiting professional
- reviewed survey responses from three young people and and four staff.

Key messages

- Young adults had positive relationships with the staff supporting them and felt listened to and respected
- Young adults benefitted from the knowledge and skills of the Community Inclusion Worker
- The staff team would benefit from more time together for shared learning and development
- Young adults were considered experts on their own experiences and were meaningfully involved in planning their support
- There was a good balance of proactively supporting young adults while giving them greater choice and responsibility, allowing them to make decisions about their lives
- The service's aims and objectives were clear and staff felt supported by their manager
- The services development plan identified areas for development and an action plan was in place

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 aspects of the care provided and how these supported positive outcomes for young adults, therefore we evaluated this key question as very good.

The young adults we spoke to expressed having positive relationships with the staff supporting them. They felt respected and involved in decisions about their support. One young person commented, 'they [staff] go above and beyond,' another stated, 'I can trust them with stuff.' The staff we spoke to were dedicated and compassionate, they knew young people very well and echoed the respect that young people spoke about. An external professional advised that "all the staff appear to have a good relationship with the young person, recognising the importance of relationship-based support." The strength in these relationships led to open and honest discussions and effective support.

Young adults were supported to settle in their tenancies and to get to know their local area. They were encouraged to integrate into their community including attending groups and activities close-by when appropriate. An additional benefit to the young adults was the support of a Community Inclusion Worker. We heard how her skills and knowledge had further supported them to access local supports and integrate into their communities. We suggested that the service could improve some staff's understanding of the Community Inclusion Worker's role, improving a co-ordinated approach to support.

There were many examples of a person-centred approach to support where staff got to know young people very well and responded to their individual needs. The young adults were supported to understand responsibilities and consequences for their decisions, and this supported them to make positive informed choices. The staff we spoke to were passionate about ensuring the young adults were treated fairly and not discriminated against. Advocacy and legal advice were available and encouraged where appropriate. This ensured that young adult's rights were respected.

Although the young adults we spoke to felt confident in expressing their views to staff members, there were less regular, formal ways of gaining and recording feedback. We were pleased to hear that the service was considering how to improve in this area of practice, and we encouraged development in this area.

It was evident from discussions and from some personal plans that young adults were considered experts on their own experiences and were involved meaningfully in planning their support. There was a healthy understanding of the changing needs of the young adults given their age and stage of development. Staff balanced well, a proactive approach to support while ensuring the young adults had greater responsibility and choice, allowing them to make decisions about their lives. Staff were able to individually reflect on their practice and their continuous learning from different experiences.

Safety was promoted for all young adults. An external professional told us, 'He is safe and has been supported to keep safe.' There was a good balance between keeping young adults safe and providing advice and guidance to allow them to have the opportunity to take informed risks and responsibility for their own safety. This supported the young adults to develop important life skills.

Young adults were supported to register with local health provisions to ensure their health needs could be attended to and met. There was a stepped approach when required, supporting young people to register and attend appointments while encouraging a more independent approach to this over time, at a pace suitable to the young adult. This supported young adults to develop confidence while engaging with health

professionals. Young adults, where necessary benefitted from access to the Specialist Intervention Service within Kibble, thus providing additional mental health and emotional support.

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 young adults, therefore we evaluated this key question as very good.

The service vision, aims and objectives were clear and promoted equality and inclusion for all, ensuring that the young adults receiving support had the same opportunities as others. Their rights were promoted and staff advocated on their behalf when necessary. The service's aims and objectives were reflected in the young adults' expressed experiences.

Staff spoke very positively about their manager. There was some discontent that the uniqueness of the service was not always fully recognised by senior managers and that generic tools and forms used across the organisation were not always fit for purpose in the service. We were pleased to hear that work was being done to improve this and suggested that this work is necessary to support staff, monitor service delivery and ensure continued positive outcomes for young people.

A particular strength of individual staff members was their commitment to their job and willingness for continuous learning. Staff members had some good ideas for service development and improvement and did a lot of personal reflection. We felt that the provider should facilitate greater opportunities for the team to come together and at times this should include the Community Inclusion Worker. This would give opportunity to reflect and share good practice examples and learning from challenging experiences. This would allow for staff voices to be heard, support staff morale, team development and ensure continued positive outcomes for young people (see area for improvement 1).

The staff spoke very positively about their current manager. They had experienced numerous management changes and were honest about the impact of different approaches. We were confident that the current manager was aware of this, and his considered and measured approach had been appropriate. The manager was aware of areas for development, he had a strategic vision for the service moving forward but was realistic about ensuring the pace of change was appropriate for staff and young adults.

There were systems in place to monitor service delivery including audits of plans and risk assessments. Development plans had been considered involving the staff team. It was pleasing to see that identified strengths and areas for development raised during inspection had previously been identified within the development plan and actions were in place.

All staff and young adults we spoke to were confident raising any issues or concerns, they knew who to report to and were confident they would be listened to. We saw evidence of feedback from people who had experienced support from the service and from professionals supporting them. All feedback was very positive and in keeping with the views we heard while on inspection and from the survey responses. The service was considering how to develop feedback forms to make them more service specific and we would encourage this along with more regular use of them throughout the young adults' support. This may provide more informed data of young people's experiences and could lead to proactive changes if required.

Areas for improvement

1. To ensure continued positive outcomes for young adults' development and wellbeing, the provider and leaders should facilitate more opportunities for the staff team to come together to reflect, share good practice examples and learning from challenging experiences. This should at times include the Community Inclusion Worker to improve understanding of roles and responsibilities.

This should include but is not limited to team meetings, development days, groups supervision and reflective sessions. This would support team development and an improved co-ordinated, consistent approach to care.

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

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 young adults, therefore we evaluated this key question as very good.

Staff in the service had a very good understanding of the individual needs of the young adults they were supporting. They were sensitive to their needs and respectful of their rights. Staff within the service had opportunity to undertake various training courses and when they identified training needs specific to their role, this was supported. This contributed to staff competence, practice and confidence to support improving outcomes for young adults.

All staff felt supported on an individual basis. Staff would benefit from having opportunities to come together more as a team to reflect and share ideas and experiences. Learning from one another would further enhance staff development and consistency in approach, supporting continued positive outcomes for young people.

Staff were confident about where to find best practice guidance and advice on how to support people. Staff reported being comfortable identifying their learning needs, recognising the importance of development to support the changing needs of young people. Staff felt that they had good relationships and were able to challenge each other's practice if necessary. All staff were confident and comfortable reporting any concerns to management and were confident that their manager would address any issues.

Staff were very experienced and there was a view that although they recognised the importance of supervision, they did not always feel it was necessary and that the tool used for supervision did not fully meet their level of experience or the service type. We suggested that the manager should consider how to further support staff practice and service development through supervision and appraisal that is more effective for an experienced staff team.

There were clear records of training, and all staff had access to extensive training available throughout the organisation. Staff were aware of their responsibilities for continuous professional development to meet registration requirements and were keen to develop their knowledge and skills to best support the young adults. Having more time together as a team may support identification of training needs specific for the role.

How well is our care and support planned?**5 - Very Good**

We found significant strengths in aspects of the care provided and how these supported positive outcomes for young adults, therefore we evaluated this key question as very good.

All young adults had a dynamic personal plan informing all aspects of the support they experienced. Young adults had been fully involved in developing their personal plans. External professionals spoke about the development of plans being inclusive of all relevant people, making them detailed and robust. Not all young adults knew they had a formal written plan, but all young adults were aware of the support they received and that this was reviewed regularly and as the young adults outcomes changed. The service was working on developing their personal plans to make them more appropriate for the service type. We suggested that the service seek young people's views as part of this development work. Where we agreed that some consideration to improve plans would be beneficial, the current plans were not negatively impacting on the positive outcomes for young adults.

There were clear quality assurance systems in place for auditing personal plans, with actions for identified amendments and up-dates noted when necessary. This supported leaders and staff to use personal plans to deliver support effectively.

Plans included a lot of relevant information about the young adults, giving a good sense of their journey through care. They included their choices, and their identified areas for support as well as areas that they felt confident in. They took account of young people's individual preferences and wishes and were reviewed regularly. Although not fully aware of formal plans, young adults felt they had a say in their current and future support needs and that their views were listened to and respected. One young person said, 'I was able to give my views, I am hoping that my support continues for a while.' The service was committed to ensuring the young adults were involved in directing and leading their own support.

The staff had good knowledge of and relationships with advocacy services. Advocacy was encouraged for young people where necessary. The staff had a good understanding of the benefits of advocacy for young people but also recognised that involving advocacy was the young adults' choice.

Risk and safety plans were in place for all young adults. These did not restrict risk but supported the young adults to understand risk and make informed choices. Staff were confident and, when needed, persistent in advocating on behalf of young people with other agencies, when they felt decisions were being made that were not fully based on the needs and or rights of the young adults.

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
2.1 Vision and values positively inform practice	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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