

Perthshire Floating Housing Support Housing Support Service

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Announced (short notice)

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Service provided by:
Simon Community Scotland

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CS2019377521

About the service

Perthshire Floating Housing Support (PFHS) provides support to vulnerable people living in the Perth and Kinross area who experience difficulties managing and sustaining their tenancy. These may include:

- people new to their own tenancy
- people who require support to build their confidence and skills, or knowledge of local resources
- people with mental health issues
- people fleeing domestic abuse
- people with issues regarding substance misuse
- people with a history of offending behaviour or anti-social behaviour.

The provision of support is intended to be short-term, flexible and responsive to people's needs.

This was the first inspection of the service since it registered with the Care Inspectorate on 21 February 2020. The Perthshire (PFHS) service is provided by Simon Community Scotland, Turning Point Scotland and Churches Action for the Homeless (CATH). This inspection focussed on the PFHS service provided by Simon Community Scotland.

About the inspection

This was a short notice announced inspection that took place between 7 February and 7 March 2025. The inspection was carried out by one inspector from the Care Inspectorate. To prepare for the inspection we reviewed information about the 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
- two of their representatives
- five members of staff and management
- reviewed documents.

Key messages

- People receiving support told us that they had a positive relationships with their support worker and that they were treated with dignity and respect.
- Staff we spoke with had a very good understanding of people's needs.
- People told us their support had a positive impact on their lives and that their confidence and ability to manage their day to day lives had improved.
- The service benefitted from an effective and responsive manager who led by example.
- We were confident that people received person centred responsive support at a pace that was right for them.

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 the support provided by Perthshire Floating Housing Support and how these supported positive outcomes for people. We therefore evaluated this key question as very good.

We found that staff were committed to their role and were skilled in creating positive and supportive relationships that helped improved people's confidence and wellbeing. Relationships were based on understanding, dignity and respect and staff strove to understand the potential impact of people's background and experience. There was a strong emphasis on trauma-informed and values-based practice that recognised the individuality of people's circumstances. This focus on people and relationships supported people to realise their potential, whilst also recognising their right to choose.

People were supported to identify and set their own goals and the outcomes they wished to achieve; this person centred approach flowed through every aspect of provision. This included linking people to other support services in relation to social, financial and practical matters as well as their physical and mental health. The flexibility within the service endeavoured to adapt support as and when needed and enabled staff to respond timeously. This meant that people received responsive support that helped ensure their safety and physical and mental wellbeing.

Every effort was made to match staff with people by ensuring they had the necessary information and were able to manage any risk in relation to people's circumstances and needs. Where there were concerns about people's wellbeing, appropriate action was taken; this included reviewing a person's support and outcomes in partnership with them and liaising with other professionals when needed. The service worked to raise awareness and increase people's knowledge around risk and safety and these interventions helped people develop positive attitudes to their health and wellbeing. We saw evidence of very good and proactive partnership working with other agencies and professionals, and a holistic approach to people's circumstances and support. Professionals and external agencies we spoke with told us they valued the service, that there were very good working relationships and that information was shared appropriately. This involvement and collaboration meant that people received the right support at the right time.

There was a focus on supporting people to develop their confidence, whilst providing them with the necessary tools and skills to live independently in their community. We saw that people were consulted with and were encouraged to question and challenge decisions that affected them. This had a positive impact on people's confidence and ensured their rights were upheld.

Records we looked at and people we spoke with confirmed very positive outcomes. People told us that they had learnt new skills, their self esteem had increased, they felt more positive about their future and were able to live safely in their home as a result.

How good is our leadership?**5 - Very Good**

We found significant strengths in the support provided and how these supported positive outcomes for people, we therefore evaluated this key question as very good.

The service had a clear vision and the principles of choice, dignity and respect were embedded in practice. There were robust quality assurance procedures in place and these were effective in monitoring the quality of the service. We looked at a range of audits; these identified areas of strength as well as where progress was needed and it was clear that audit processes were purposeful and that they helped drive improved outcomes for people.

We saw that there were systems in place to track reviews, a matrix for staff training, audits of support plans and processes for people receiving support, staff and professionals to feed back on the service. We found that all staff were registered appropriately and there were clear training records in place, detailing the training attended by individual staff members and highlighting when refreshers were due.

Staff performance was monitored through supervision and regular weekly and monthly meetings. Staff we spoke with said supervision was a supportive experience, where they felt safe to discuss the areas of their work where development was required. They told us they received very good support and that they were actively encouraged to access courses or undertake further training to aid their personal and professional development. This helped ensure high standards of care and support were maintained. Team meetings and supervision also included opportunities for reflective practice; it was clearly evident that the values of the service underpinned staff practice and were used daily when supporting people.

The manager promoted responsibility and accountability and worked hard to support and build resilience within the staff team, acknowledging that there was a strong link between the ethos of the service, a skilled and supported staff team and outcomes for people receiving support.

How good is our staff team?**5 - Very Good**

We found significant strengths in the support provided and how these supported positive outcomes for people, we therefore evaluated this key question as very good.

People should have confidence in the staff who support them because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes. We looked at the files of the last three staff members recruited and we found that people were protected by robust recruitment and professional registration practices. All staff underwent thorough checks to assess their suitability for the job and the induction process ensured that new staff were appropriately informed and trained for their role. This was followed by a six month probationary period where new staff were allocated a mentor to ensure ongoing peer support in addition to the support provided by the manager and included more frequent supervision as well as shadowing more experienced staff. This provided new staff the opportunity to learn about the people they would support and gave them time to ask questions and build their confidence before working on their own.

Staff we spoke with said they felt equipped to do their job to the best of their ability and they demonstrated a strong value base and a high level of commitment. The service set high standards for staff competence and staff had access to a wide range of training opportunities to develop their knowledge and further their professional development.

Training included mandatory and person specific training, this had a positive impact on staffs day-to-day practice and ensured people received support from staff that had the knowledge, skill and competency to provide effective outcome based support. Staff told us that their training helped them to provide better support for people and we saw that they were encouraged to learn, develop and reflect on their practice through discussions with the manager and staff meetings. Staff confirmed that these sessions were effective, they felt valued and they were clear regarding their role and responsibilities. This helped contribute to a high level of job satisfaction.

How well is our care and support planned?

5 - Very Good

We found significant strengths in the support provided and the outcomes people achieved as a result. We graded this key question as very good.

Each person receiving support had their own support plan that reflected their needs, wishes and the outcomes they wanted to achieve. Knowing what matters to people, their likes, dislikes and important people in their life can help build trust and meaningful connections. People's input into planning their support was evident and there was a strong commitment to ensuring they were meaningfully involved and that their support plan prioritised what was important to them and the goals they wished to achieve. This helps promote responsive and person centred support.

Information regarding people's health needs were recorded; this meant staff were aware and had an understanding of any impact this had for the supported person. People were empowered to make choices with regards to planning their support and, as a result, their support was directed by them and they were an equal partner in their care. People's needs and goals can change regularly due to the complexity of their situation, we saw that the service was adaptable and able to accommodate any changes required timeously. We saw that support plans and risk assessments were reviewed and updated regularly, this meant that people's plans reflected the service being delivered and that people continued to receive support appropriate to their needs and the goals they wanted to achieve.

We read people's stories and saw that people were recognised as experts in their own experiences. The service recognised the complexity of people's lives and that their needs and outcomes may change; this helped ensure that people's support remained person centred, dynamic and outcome focused. People were supported to have a voice and take responsibility for their choices whilst recognising their right to choice and control. This provided people with a sense of purpose and helped promote their independence.

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
1.4 People are getting the right service for them	5 - Very Good

How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good
2.4 Staff are led well	5 - Very Good

How good is our staff team?	5 - Very Good
3.1 Staff have been recruited well	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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