

Open Door Accommodation Project Housing Support Service

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Type of inspection: Unannounced
Inspection completed on: 30 October 2017

Service provided by:
Open Door Accommodation Project

Service provider number:
SP2008009881

Care service number:
CS2008179364

About the service

The Open Door Accommodation Project consists of integrated support services for young, homeless people between the ages of 16-25 years of age. The service supports young people, in all aspects of their lives, to enable them, ultimately, to secure and maintain their own property or make positive choices about where and how they will live.

A hostel in Livingston provides 10 time-limited residential placements and allows assessment of need to take place and appropriate accommodation options to be identified. Young people are supported to access their own tenancy or return to their family. All referrals to the accommodation are made through West Lothian Council.

There are nine supported accommodation flats in West Lothian which can accommodate 16 young people. The aim is to support these young people in acquiring the skills and experience necessary to move onto their own tenancies.

The service had gone through a phase of transition since the last inspection. Changes had been made to the contract relating to the provision of the hostel and the way it operated.

The service's conditions of registration are as follows:

1. To provide a service to people aged 16 - 25 years who are homeless, or at risk of being homeless, and who are living in their own homes, in shared accommodation or in a hostel setting.
2. The support will be provided by one staff team as agreed in the notice granting registration dated 10 February 2012.
3. The service will be available 24 hours 7 days a week in the hostel setting and from 9am - 9pm Monday to Friday to services users in the wider community.
4. The provider shall inform service users and their representatives that the care service is registered with the Care Inspectorate and shall ensure that they are made aware of the name of the registered service with its contact details, as it appears on the certificate.

What people told us

We spoke with residents of the hostel and young people who were living in the service's flats. The consistently described positive relationships with the staff who they had contact with. They told us that staff were accessible and would provide practical assistance and support whenever it was required. They also said that staff would give them time to have conversations and discuss any concerns they might have about their situation.

Comments and feedback about the range of help that could be expected from Open Door was very positive. Young people described the ways in which individual staff were prepared to find information for them, accompany them to stressful appointments and give them advice about different aspects of their life.

It was commented that there was a need for clarity about the situations where staff could provide transport for young people and this was passed on to the manager.

Self assessment

The Care Inspectorate is not requesting submission of self assessments in this inspection year.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

What the service does well

We looked at the Quality Themes of "Care and Support" and "Staffing" at this inspection.

We found that the young people who used this service were able to achieve good outcomes as a result of the efforts of the service. We found that there was good evidence that service users were more socially engaged and independent, had reduced risk of harm and had improved emotional wellbeing. This had helped them to become more settled in their accommodation. We were also satisfied that service users received a high standard of support from staff who treated them with respect and listened to them.

All of the people who used the service had clear and current personal care plans. These plans were within the 'Better Futures' format. They identified progress and changes to strategy when required and evidenced some very positive outcomes. Care plans included information and guidance about a range of needs and how the service would seek to meet these needs to support the wellbeing of the individual. Personal plans were designed to cover the aspects of the lives of the service users which Open Door could support. They described how assessed needs could be met using a range of staff inputs and the involvement of any other relevant agencies or professionals. We saw that identified issues were comprehensively documented and there was good, clear guidance for staff to support their care of the individual young person. Thorough initial assessment, and regular reviews and meetings between young people and their keyworkers ensured that care plans were relevant and up to date. Risk Assessments were used and showed evidence of regular updates.

At the time of the inspection, the service was involved in the development of a new system to gather, store and share information across the organisation and with others involved in the overall care of their clients.

We saw that there were good, clear links to a range of agencies and professionals who could provide support, information or guidance to those who used the Open Door service. This was effective for both in the local area and the wider community. Young people told us that they were always confident that staff could direct them to sources of effective help or treatment as required.

We saw consistent evidence that staff working across the whole organisation cared about the young people they looked after. This was confirmed in discussions and from feedback from individual young people who gave examples of staff they trusted giving them help and support which they valued and relied upon. New residents at the hostel described being made to feel welcome and safe by the staff.

Members of the staff team came from a variety of professional backgrounds and had a range of experience in the care and housing sectors. We saw that they were able to use their knowledge and skills positively to

engage with young people and provide them with care and support. We heard from individual staff that there was a good sense of teamwork and this was consistently confirmed. We heard that staff were aware of each other's strengths and knowledge and used these to positive effect. There was a sense of cohesive working which enabled staff to be aware of how they could best contribute to the support needed by those who used the service and provide help to each other as it was needed. Staff told us they were able to keep in touch with each other while out in the community as well as while lone working in the hostel. This was also supported by an on call system.

The manager confirmed that all staff were appropriately registered with the Scottish Social Services Council (SSSC).

What the service could do better

Staff and young people mentioned the potential benefits that could be delivered if Open Door had its own transport to help with moves between accommodation. It was also mentioned that the policy for young people being given lifts by staff could be clearer.

Young people told us that the state of the décor in the hostel was very poor and that some areas were "bare" and "very shabby". While we were not assessing this as part of the inspection, we saw that this was the case and it will have an effect on the quality of life of those being referred to the hostel by West Lothian Council.

There was a need for the service to have single occupancy flats to be able to better meet the needs of all the people using the service. We heard from the service that this was being pursued but none had become available at the time of the inspection.

There was a need for the service to retain staff wherever possible to keep continuity of care and relationships for young people. This would also maintain the level of skills and expertise within the staff team.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Inspection and grading history

Date	Type	Gradings	
26 Jan 2016	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good
25 Feb 2014	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good
22 Jan 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good

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