

Frontline Fife Homelessness Services Housing Support Service

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Type of inspection: Unannounced
Inspection completed on: 22 March 2018

Service provided by:
Frontline Fife Homelessness Services

Service provider number:
SP2004006594

Care service number:
CS2004071634

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com

This service registered with the Care Inspectorate on 1 April 2011.

Frontline Fife Homelessness Service provides housing support and accommodation services to people in Fife affected by homelessness. The service is currently provided to people aged 16 years and over from four Home 4 Good centres based in Dunfermline, Kirkcaldy, Leven and Cupar. A Home 4 Good centre is described as a "one stop shop" for people needing advice about housing and homelessness, and they provide a gateway to access appropriate support.

Support can be offered through temporary accommodation (the core and cluster team) and/or floating support to people in the community. Frontline Fife also works in partnership with Fife Council to provide a through-care service to young people in the area who have previously been accommodated.

Referrals are made by people affected by homelessness and by Fife Council. The organisation has been commissioned by Fife Council to provide a 'prevention first' service. This operates through the Home 4 Good centres and encourages people to seek help at an early stage. This proactive approach can be successful at supporting people to deal with their problems before they become homeless. (The service works in partnership with 13 other charities as part of the PSP project funded by the local authority).

The service is 'committed to ending homelessness across Fife, we work with those in crisis who are homeless and with those whose life circumstances place them at risk of becoming homeless'.

What people told us

We sent out 57 questionnaires to people that use the service, and to relatives, and we received five back. Four 'strongly agreed', and one 'agreed' that overall they were happy with the quality of care and support. One person did not think staff had enough time to complete the agreed care and support, and one person did not know they could make a complaint to the Care Inspectorate.

People told us they were very happy with the staff that supported them. This was captured in the comment, 'They support with absolutely everything, more than I expected. Told me step-by-step what was happening, reassuring, someone that you know is there. Trust is important, especially when you're down'.

The impact of the service is captured nicely in this comment from someone that uses the service, 'I feel like a person again and not just someone who needs help for a week or so. The team listened to me and helped through every difficulty'.

The appreciation and acknowledgement of the service was summed up in the comment, 'They help me more than words can say - can't say anything bad about them. Fantastic!'

Self assessment

Every year all care services must complete a 'self-assessment' form telling us how their service is performing.

A self-assessment was not required to be completed at this inspection; however, the service spoke about their goals and aspirations for the forthcoming year.

From this inspection we graded this service as:

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

What the service does well

We accompanied staff on a number of visits and were impressed with the professionalism that they showed throughout these visits. They all showed a high level of understanding and empathy with full respect for the individual they were supporting. We also heard very good comments from those we spoke to about the staff, management and care and support they received.

We liked the categories within the Life Skills Support Plan and the record of how the individual felt about their support within the 'Scale of Satisfaction'. This plan also transferred into a good action plan summary which made it clear to staff what areas of support were priorities for each individual. We also saw full and detailed records on computer which showed us that case notes were well written and up-to-date.

We saw that there was comprehensive policies in place and particularly liked the Managing Feedback and Complaint Policy. The service hoped that this wording would encourage clients to suggest areas for improvement without the stigma of 'complaining'. This shows the service's intention to continually improve and the high value it places on the comments from those they support.

We liked that the service had established a Staff Committee and this should assist with communication within a geographically dispersed service. This committee had created an action plan from their early meetings and clearly identified who was responsible and a date for completion.

We could see that the management undertook quality audits which they called 'Measure our Performance'. By having this system in place the service could see, through 'quality indicators', if they are improving and what areas of the service they need to work on. It was good to see that this transferred into a 'Performance Report' of which 'improving client outcomes' and 'supporting staff development' were priorities.

It was good to see that the service had tried to involve clients in the recruitment process with a short questionnaire about what kind of person they would recruit. It is their intention to repeat this on a regular basis.

As the service continues to re-structure and protect its future, it also sees this as an opportunity to improve systems and processes. This illustrates its commitment to be both effective and efficient as a high quality service.

What the service could do better

Although we liked Life Skill Support Plan, these were not always completed fully or the grammar used was not always person-centred. It is essential that the person 'owns' the plan. When staff write care plans it can give the impression that the plan is 'done to' the person rather than 'done with'. We are quite clear that this is not the service's intention, but we suggest that an audit of care plans are done to ensure that content is complete and they are written to the services standards. They may also wish to extend a person-centred approach to include 1-page profiles or life stories. This makes the support more individualised and 'warm' but has to be optional and with full consent.

Some people thought that the décor and furniture within accommodation could be better but they appreciated that finances were tight. We had a discussion with management about how this could be addressed creatively without a large financial investment. It is suggested that they extend this discussion to staff and clients for their ideas.

Although the policies were comprehensive, we could see that they had not been reviewed for some time. We understand that this is a corporate responsibility and is in the process of being undertaken.

We saw that there was a full and detailed Health and Safety Action Plan but there were gaps in this plan and entries did not correspond between target and completion dates. Some of these dates were historic. It is suggested that this plan should be reviewed. This may be done through the Staff Committee, in a fully consultative manner, with the wider staff team.

We also saw that staff files, held as paper copies, may benefit from an audit and a removal of redundant information. As the service moves to predominant computer and digital storage this may happen naturally. Digital technology should also become more prevalent in the scheduling of regular events such as, for example, staff supervisions and performance reviews, client care plan reviews and observations of practice.

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
17 Mar 2016	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed 5 - Very good 5 - Very good
3 Feb 2014	Announced (short notice)	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed 4 - Good 4 - Good
14 Feb 2013	Unannounced	Care and support Environment Staffing Management and leadership
		4 - Good Not assessed 3 - Adequate 2 - Weak
7 Oct 2010	Announced	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed Not assessed Not assessed
1 Apr 2009	Announced	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed 4 - Good 4 - Good

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