

# Kibble Housing Support Services

## Housing Support Service

Goudie Street  
Paisley  
PA3 2LG

Telephone: 0141 889 0044

Type of inspection: Unannounced  
Inspection completed on: 20 December 2018

**Service provided by:**  
Kibble Education and Care Centre

**Service provider number:**  
SP2004007042

**Care service number:**  
CS2014324762

## About the service

Kibble Housing Support Services gives young people the opportunity to move from a residential placement to enable them to sustain their own tenancy. The service provides structured support, enabling young people to develop skills for life which help them move successfully into adulthood. The service provides a comprehensive support package which include access to 24-hour on-call support and the use of a respite bed facility. The service also provides access to further education or work placements in the community, including placements in KibbleWorks.

This service has been registered with the Care Inspectorate since 23 December 2014.

## What people told us

We were able to speak to one young person. This young person was completely satisfied with the service. It was tailored to meet their individual needs and choices. The following comments made by the young person indicated how they felt nurtured and loved:

- "Staff here care for me."
- "They help me manage my bills and money."
- "I'm able to speak to all staff and they do stuff with me."
- "Yes, I know how to complain. I haven't any complaints."
- "I always get a chance to comment on the service."
- "I love the staff to bits."
- "Of course they treat me with respect."
- "Yes, I know who is in charge."

We also had a Care Standards Questionnaire (CSQ) completed by a parent whose young person had used the service. They indicated that they thought that the service was an excellent service and that the service "went above and beyond" to help their child. They indicated high levels of satisfaction.

We also contacted a social worker and requested their opinions about the service. Again, they indicated that they were satisfied with the service that the young person received and stated that they had regular communication.

## Self assessment

We did not request a self assessment prior to inspection. We did, however, examine the service's residential service plan to ensure that the service was continuing to make improvements.

## 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 examined two quality themes during the inspection. We graded the service as very good for Quality of Care and Support and also very good for Quality of Staffing. The service is continuing to improve and ensure that young people have quality outcomes.

The service had incorporated the Better Futures System to fully monitor young people's outcomes. This, with the comprehensive personal plans (Kibble Journeys), ensured that young people's needs were identified and that they were working towards gaining extra skills and maintaining their tenancies. We saw many examples where young people had been supported to apply for and attain employment. The service had several young people who need extra support to maintain their employment, again staff were on hand to ensure that good routines were in place to help maintain their jobs.

The health outcomes for young people were very good. The service supported young people to attend community health services. All young people were registered with local GPs and dentists. Young people also had access to the organisational health programmes on the Kibble's main campus. This provided young people with a range of therapies and programmes that supported their emotional wellbeing and their physical health. Staff within the service also had additional training on health issues and were observed to be regularly giving young people advice on healthy eating and smoking cessation.

The organisation had several innovative programmes which helped young people gain skills and employment. These included KibbleWorks, the Big Experience, and a new employment strategy called the Yes Programme. These were essential in helping young people develop their self worth and self esteem, as well as giving them the necessary skills to enter the workplace.

One young person who had recently moved on from the service had achieved a mechanical apprenticeship, recently completed this, and gained full-time employment. Another young person had gained a Saltire Volunteer award for volunteering with a range of charities. Comments from the services they had helped at included: "This is a bright young [person] who engages well, even in the face of rude customers. This young [person] was polite and professional".

The service had developed an assessment tool which identified areas where young people may need assistance. This was used to create a meaningful programme of activities to support them. The service was in the process of developing a qualification to ensure that the learning achieved could be accredited and young people will be able to attain a Scottish Vocational Qualification (SVQ) tenancy and citizen award, if they wish. The service should be commended for this activity.

Although there had been some changes to the management structure, staff indicated that they felt well supported by the management team. There were regular team meetings and daily handovers which were very thorough and reflected on young people needs. Supervision of staff, at all levels, was of a high standard and this was monitored by the registered manager and also by the organisation. The organisation was committed to having a well trained and motivated staff group. We were impressed with the staff skills and commitment to the young people that they were supporting.

## What the service could do better

We had a conversation with the management team about further developing the networking and skill set of the staff team due to them losing a service manager. This would assist staff having some links in other external services, which would be helpful for the young people that they assist.

## 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](http://www.careinspectorate.com).

## Inspection and grading history

Date	Type	Gradings
7 Feb 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
2 Dec 2015	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good

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