

Kibble Housing Support Services

Housing Support Service

Goudie Street
Paisley
PA3 2LG

Telephone: 0141 889 0044

Type of inspection:

Unannounced

Completed on:

3 September 2019

Service provided by:

Kibble Education and Care Centre

Service provider number:

SP2004007042

Service no:

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 includes 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 since 23 December 2014.

What people told us

We interviewed the two young people who used the service. Both were completely satisfied with the service that they received. Their comments were as follows:

- "I'm going to college to do roofing and this will enable me to get a leaver's grant."
- "It's really good support even though I am patchy at using it, I don't need them everyday but if I need them I can contact them."
- "If I need a hand I get in contact and they are there for me."
- "Staff are good at supporting me and helping me with budgeting."
- "The service's range is stocked with furniture and really good when we get stuff, there's lots of variety."
- "My social work service in East Renfrewshire is very good."
- "Yes, we have regular reviews and after any changes to my support I just need to tell them."
- "I don't need advocacy but have been involved with Who Cares? nationally on the key review."
- "The service has been very positive and I have a better outlook new on my future, it's what I need."
- "I have been in my own house for two years and I'm very stable, this is a quality outcome."
- "The service supported me to use our counselling service prior to me coming in to housing support. The change is very noticeable and for the better."
- "The service makes me want to live by myself and has given me opportunity to think."
- "The service will continue as long as I need or until I feel I don't need them anymore."
- "My flat is in a great location. I love it."

Self assessment

We did not request a self assessment prior to the inspection. We did, however, examine documentation and interviewed staff and young people who were able to indicate the numerous areas that the service had improved.

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 examined the quality of care and support and the quality of management and leadership at this inspection. Both were graded as very good.

All young people received an initial assessment which covers all aspects of their support needs. This was essential in benchmarking young people's support needs which inform a comprehensive personal plan. These plans incorporated the SHANNARI outcomes (safe, healthy, achieving, nurtured, active, respected, responsible, and included) and gave a clear set of targets. All plans were reviewed and created in partnership with young people and the young person's 'voice' was at the heart of their plan.

The service had continued to develop links outside agencies. These agencies gave additional support for young people. This had included registering with the food share program and the service was regularly accessing support from the college, Department for Work and Pensions (DWP), and employability resources to help young people. The service had developed contacts with volunteering services. These continued to assist young people gaining additional skills.

The service had continued to try and establish group work with the young people. They tried hard to establish regular weekly small group meetings with the young people. Regrettably, this was not successful.

The service gathered additional essential items, such as a welcome pack and small pieces of furniture, which helped young people move into their new accommodation. The service ensured that all young people had the essential core items to help them move into their new accommodation. There was a very good induction to the service and their new accommodation. This enabled young people to sustain their new accommodation. The service was looking at a similar package of support for young people who planned to move on from the service.

We found that the service had promoted innovative ways to support finances. These were found to be tailored to meet young people's needs. This innovative approach needs to be translated into young people's personal plans.

Young people were also able to access the organisation's specialist services. The service had developed and incorporated an innovative new qualification which all new young people will be able to achieve. This was a tenancy and citizenship award accredited by the Scottish Qualifications Authority (SQA). The organisation created this moving on qualification to ensure all young people had the essential core skills for maintaining their independence. All young people would be encouraged and supported to take part in this innovative qualification.

The service had recently appointed a new registered manager who was keen to develop the service. The service was due to update and review their development plan which incorporate aspects of team development. These developments were planned for the next few weeks. We look forward to examining the service's development plan at future inspections.

The team around the young people were found to be well supported, both informally and formally. There had been a new on-call management system which ensured that there was senior management overview and additional support for the team that were working with young people outwith hours.

What the service could do better

We did, however, find some slippage on individual staff supervision and team meetings. The management team assured us that this will be rectified immediately.

We found some slippage in the benchmarking records of young people's independent living skills. This should be reviewed and regularly updated. This may be superseded with the new qualification.

There is a need for the service to continue to develop their personal plans. This was to ensure that any young people who had additional support needs had strategies and routines to ensure that staff were knowledgeably on best possible supports.

There is a need to further develop the targets and goals for young people to ensure that they are SMART (specific, measurable, achievable, realistic, and time-bound).

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.

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

There are no outstanding requirements.

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

There are no outstanding recommendations.

Inspection and grading history

Date	Type	Gradings
18 Dec 2018	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
20 Dec 2018	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
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

Date	Type	Gradings	
		Management and leadership	5 - Very good

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