

Alcohol & Drugs Support South West Scotland Housing Support Service

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Castle Douglas
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Telephone: 01556 503550

Type of inspection: Unannounced
Inspection completed on: 9 February 2017

Service provided by:
Alcohol & Drugs Support South West
Scotland

Service provider number:
SP2004004454

Care service number:
CS2003054200

About the service

Alcohol and Drugs Support South West Scotland (ADS) is registered to provide a Housing Support Service to adults with support needs related to alcohol and drugs misuse. The service is a registered charity providing a range of alcohol and drug services across Dumfries and Galloway. The service was previously registered with the Care Commission on 22 February 2005 and transferred its registration to the Care Inspectorate on 1 April 2011.

At the time of the inspection forty-six adults were being supported by the service. Individual support ranges from one hour per week to six hours per week for people living across Dumfries and Galloway. The service provider aims to deliver services within the communities where people using the service live. The registered address of the service is an office base within Castle Douglas town centre. The service has two further office bases, one in Stranraer and one in Dumfries. At the time of the inspection, the service was made up of six staff members.

The service objective is to provide outreach and home support for people who have difficulty in obtaining or maintaining their tenancies in circumstances related to their alcohol or drug use. The service also aims to reduce the harm alcohol or drug use has on the individual, their family and their community. People referred to the service receive a full assessment of need to determine the support required and the support worker and service user work together to develop a support plan. The support provided includes support and advice regarding daily tasks and life skills, healthy diet, assistance with budgeting, repairs and claiming benefits.

Alcohol and Drugs Support offer a range of confidential services which are free to people using the service. The services are governed by strict codes of conduct with regards to confidentiality and information sharing. Alcohol and Drugs Support often deliver services in partnership with other services including the NHS Specialist Alcohol and Drugs Service and other Alcohol and Drug partnership (ADP) partner organisations.

What people told us

We visited one person within their own home during the inspection and met with one person within the Dumfries office. We spoke with one person on the telephone. People were able to tell us that overall they were happy with the support they received from the service.

Fourteen people returned completed care standard questionnaires. People who returned these agreed or strongly agreed that overall, I am happy with the quality of care and support this service gives me.

People told us:

"My support worker has really helped me a lot and he has helped me to get my own tenancy so I have no complaints at all about the service or support that I receive".

"I think it is a good service".

"They are very helpful and understanding in my case at present".

"Support has helped in a big way".

"This service has been a big help to me".

"They have been very helpful and offer good support".

"I am going to attend the interviews for new employee with ADS".

"This service has been brilliant for me".

"I am very happy with the support I have been getting and it all meets my needs".

"I want to thank the service for the help and support to help me set up in my new home".

Self assessment

The Care Inspectorate received a fully completed self-assessment from the provider. The provider identified what it thought the service did well and gave examples of improvements the service had made since the last inspection.

The provider told us how the people who used the service provided feedback on the support they received and the overall service. This information was used when completing the self-assessment. The self-assessment identified some key areas that the provider believed can be improved and showed how the service intended to do this.

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

Information packs and service agreements provided set out the terms of the service and what people should expect from the service. This supported people to make decisions on what they could access. People were encouraged to comment on the support they received, this influences the quality of support provided.

All people supported had a support plan and people were actively involved in completing an outcome star and action plan. The outcome star and feedback from people evidenced how the service had supported people to make progress towards meeting their goals. People were supported to develop skills in independent living and to establish stable lifestyles in the community.

Staff were recruited using safe recruitment procedures. We found very good evidence of the provider involving people supported in the recruitment process. This enabling people to have a say in the type of person they would like to support them.

Staff felt supported and received supervision with their line manager. Informal support was available within the office bases and staff attended team meetings. Staff were knowledgeable, motivated and committed to supporting people within the service. People supported told us they found the staff were approachable and caring.

What the service could do better

The provider should ensure that policies and procedures are reviewed and include up to date legislation and good practice, this includes accident and incident reporting and submitting information when required to the Care Inspectorate. Access to a range of resources that support continuous improvement can be found at hub.careinspectorate.com

We found that support plans contained risk assessments; these required to be further developed. Where areas of risk had been identified a detailed risk management plans should be in place to clearly address these risks.

We looked at staffs continuous professional development records which evidenced a variety of training that staff had attended. We found some training had not been updated for a period of time. The provider should complete a training needs analysis and develop a training programme which ensures training resources are in place to meet the professional training and development needs for new and established staff members.

The service provider had a quality assurance policy in place; this should be further developed to include audits of areas we have identified as part of this inspection such as:

- Accident and incident reporting
- Quality of support plans and risk assessments
- Staff training needs.

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
22 Oct 2014	Unannounced	Care and support Environment Staffing
		5 - Very good Not assessed 5 - Very good

Date	Type	Gradings	
		Management and leadership	6 - Excellent
6 Nov 2013	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good
15 Feb 2013	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 6 - Excellent
11 Feb 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
8 Oct 2008	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 4 - Good

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