

Anchor House Housing Support Service

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Telephone: 01738 638475

Type of inspection:

Unannounced

Completed on:

29 May 2018

Service provided by:

Anchor House

Service provider number:

SP2004006041

Service no:

CS2004061871

About the service

Anchor House Housing Support Service provides a Housing Support service to adults in the Perth area. The organisation runs a supported accommodation unit and also provides an outreach service to people in their own homes.

The service has a mission statement; 'To support vulnerable people irrespective of their sex, ethnic origins, gender, physical mental ability who may have an alcohol or drug dependency'. The support is provided according to individual assessed need and the aims and objectives are to provide, 'a comprehensive range of needs led services, which includes; accommodation, tenancy support and social economy services to those that experience homelessness, disadvantage and exclusion'.

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

What people told us

During the inspection we spent some time with people who used the service and they were able to tell us about the support they received. We also received completed Care Standards Questionnaires which gave us additional information.

People said that they felt the staff "did an excellent job", and that this meant that they felt well supported and had someone to talk to and discuss any issues with. They made comments such as

"There's always someone there if you need to speak to them about something, and they just listen and don't judge."

"I like the staff, they are great."

"I honestly don't know where I would be without this place and the staff here."

"I don't think I could have got better support anywhere else."

"I know who my key worker is, but to be honest you could speak to any of the staff in here."

Self assessment

We did not request a self assessment this year. We discussed and considered the service's own development plan as part of this inspection.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of staffing	not assessed
Quality of management and leadership	6 - Excellent

What the service does well

During the inspection we sampled some service users' files and looked at information recorded. This included a full assessment of needs which was completed with the service user when they first started to receive support from the service. This gave the service user and staff the opportunity to identify support required and any potential referrals to other professionals or services which may be able to help.

We could see that the service had excellent links with appropriate health professionals and encouraged service users to follow any health plans they had adopted. One service user we spoke with told us that staff supported them to reduce the amount of alcohol used. People who used the service were given information on how they could access the local Live Active Scheme, which gave free access to all Perth and Kinross Council leisure facilities in order to promote healthy lifestyles. Staff had excellent knowledge of other sources of support available for service users and we could see that they worked closely with other services to support individuals.

Staff supported service users to have a healthy diet and, encouraged them to take part in informal basic healthy cooking sessions run by staff. The service received donations of food from local businesses and service users made good use of this to develop basic cooking skills. During the inspection we saw that people who used the service were involved in practical cooking sessions, and were also able to access donated food to cook independently.

People who used the service had detailed support plans which outlined how the service would support them. Service users told us that they knew what was in these plans and had been involved in their compilation. They also told us that staff helped them to review the content on a regular basis to make sure that it remained relevant. Support planners also identified any risks and how these would be managed. Staff completed detailed contact sheets for each service user and, these contacts were reviewed on a monthly basis. Information in these contact sheets was of a very high standard and allowed staff and service users to review their progress.

Staff told us that they felt well supported and had opportunities to attend training as well as regular staff meetings. The service had recently facilitated training on childhood trauma (Adverse Childhood Experiences or ACEs) and its effects on adults. This had resulted in additional questionnaires being made available to staff to use with service users which highlighted potential issues of concern and areas where people may need additional support. As part of the monitoring of the service by the local authority the service had completed an annual report and had used this to demonstrate how the service supported people to meet positive outcomes, such as being able to overcome health issues to find appropriate housing.

What the service could do better

At the time of the inspection the service was about to implement the Better Futures system to formalise some of their existing processes. Better Futures is a web based outcomes monitoring system which provides a way of assessing how a person would be without support, and then calculates the distance between that and their current situation. This would help the service demonstrate how they supported people to achieve positive outcomes.

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
27 Apr 2016	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing Not assessed Management and leadership 6 - Excellent
22 Apr 2014	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 6 - Excellent Management and leadership 5 - Very good
21 May 2013	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent Management and leadership 5 - Very good
20 Dec 2011	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 4 - Good Management and leadership Not assessed
10 Nov 2008	Announced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 4 - Good

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