

Elpis Centre Housing Support Service

23 Mayfield Street
Ruchill
Glasgow
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Telephone: 0141 946 0605

Type of inspection:

Announced (short notice)

Completed on:

5 July 2019

Service provided by:

Elpis Trust

Service provider number:

SP2003000165

Service no:

CS2010238302

About the service

Elpis Centre was registered with the Care Inspectorate on 06.05.2010. The service is registered to provide a housing support service to a maximum of 18 females, aged from 15 to 25 years of age.

Elpis is Greek for 'hope' and the Elpis Centre supports both young women who are homeless and vulnerable and young women who have been care experienced and are being provided with continuing care in terms of the Children and Young Person's Act 2014 and corporate parenting responsibilities.

The aim of Elpis is: 'Offering a safe and secure environment, providing opportunities for people to develop their skills and abilities both emotionally and practically and to assist people to move on.'

Accommodation is provided to people within a tenement block of flats located in the Ruchill area of Glasgow. Accommodation includes two shared flats and five single flats within the central premises and nine scatter flats. The service can therefore accommodate 18 young women in total. At the time of our inspection visit the service was accommodating 16 young women. The service states its objectives are that young women in Elpis will be:

- Provided with a safe and secure environment.
- Supported to achieve their goals and helped to develop new skills to manage social, life, learning and employment needs.
- Encouraged to choose positive options and make positive choices.
- Assisted to care for themselves and to manage their living environment and accommodation.
- Supported to make the transition to live independently.

What people told us

We visited this service on 24.05.2019 and on 14.06.2019. During our first visit we spoke with three people using this service. We also sent eight Care Standards Questionnaires, six of which were completed and returned to us. We received positive feedback from the young women being supported by Elpis. We were told by the people we spoke with that they felt safe and supported within the service. We heard from the young women that they enjoyed positive relationships with staff within the service. We were told by the young women that the flats were clean and well maintained.

The following comments were made by women being supported within the service:

'The staff at ELPIS have been very welcoming and supportive to me. They give me weekly support meetings to help me with anything I have trouble with.'

'I am happy with my flat. At service users' meetings they listen to what we want. We asked for wifi in flats and we got it. We also got a playstation, computer and netflix which is great.'

Self assessment

A self assessment was not requested prior to this inspection visit.

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 found that the Elpis Centre provided a very good standard of care and support to young women within the service. There were detailed support plans in place for each individual being supported by the service. These support plans were framed around the Shanarri principles (which ensured support incorporated the principles of safe, healthy, active, nurtured, achieving, respected, responsible and included). This meant that staff were able to deliver support which was informed by detailed assessment of individuals needs.

We found that risk assessments had been drawn up to address and minimise any risks related to individuals. This meant that risk of harm was minimised for each individual. We looked at the service's adult/child protection policies and procedures and were satisfied that there were measures in place to minimise risks of harm.

Support was provided on both an emotional and practical level. Young women were given help to develop skills for shopping and living on a budget. Staff supported young people to engage in social and recreational activities. This included the service organising, in consultation with young women, a number of group outings. The service had established its profile in the local area which helped to raise charitable donations for the service. The service had recently received a charitable donation of funds which it has used to further develop the service's activity programme. Young women being supported by the service were able to access the service's communal lounge where they could meet with other young women and watch netflix, chat or use the playstation. We spoke with young women who told us they had enjoyed these opportunities to socialise with others and that it had helped them to overcome their isolation.

Young women we spoke with told us that they liked that there was the option of living within the premises until they were ready to move onto suitable, identified, independent accommodation. This helped to give young women being supported a sense of security and belonging which could help them to recover from previous difficulties.

The staff members we spoke with presented as caring towards the young women within the service. We spoke with a local professional who was in regular contact with the young women we spoke with told us that they valued the quality relationships they had built up with service. We were told that the staff within the service had created a nurturing environment for the young women it supported. We were also told that the team provided weekly summary reports to case holding care managers detailing the nature of progress achieved. We were told this was helpful in identifying if additional intervention was required in order to respond to the needs of each young women. This information sharing system helped to ensure that supports delivered across agencies were streamlined.

The staff we spoke with told us that they felt supported within their organisation. We found that there was a system of regular formal supervision in place. We were told by staff that team working was strong and that staff members felt able to approach the service manager if they wanted an informal discussion. Staff also had access to an employee assistance programme if they required confidential counselling. These support systems helped to ensure that staff maintained their resilience which in turn helped to ensure that staff were able to respond appropriately to the needs of the young women within their service.

Staff told us that they had good access to training and professional development opportunities. This included being supported and encouraged to source training relevant to their professional interests. These training opportunities helped to ensure that staff maintained the skills and knowledge required to meet the support needs of the young women within the service.

What the service could do better

The service should ensure that it continues to create opportunities which support communication across the organisation, from the board members to staff to service users.

The service should proceed with plans to provide staff training on the administration of naloxone (an opiate blocker which when administered in the event of overdose can be life saving).

The service should ensure that it has formal, recorded systems in place for the ongoing review of staffing arrangements.

The service should continue to pursue plans to establish a formal follow on service.

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

Recommendation 1

All staff should have regular, formal 1:1 supervision

This recommendation was made on 31 May 2017.

Action taken on previous recommendation

The service manager had not been receiving formal supervision but now receives regular supervision from a board member.

Inspection and grading history

| Date | Type | Gradings |
|-------------|--------------------------|----------------------------------------------------------------------------------------------------------------------------------------|
| 31 May 2017 | Announced (short notice) | Care and support 4 - Good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed |
| 14 Mar 2016 | Announced (short notice) | Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 4 - Good |
| 31 Mar 2014 | Unannounced | Care and support 5 - Very good Environment Not assessed |

| Date | Type | Gradings | |
|-------------|--------------------------|--------------------------------------------------------------------------|-------------------------------------------------------|
| | | Staffing Management and leadership | 5 - Very good 4 - Good |
| 28 Feb 2013 | Announced (short notice) | Care and support Environment Staffing Management and leadership | 5 - Very good Not assessed 4 - Good 4 - Good |
| 10 Aug 2011 | Unannounced | Care and support Environment Staffing Management and leadership | 4 - Good Not assessed 4 - Good 4 - Good |

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