

# Step Up (Housing, Employability & Community Support Services) Housing Support Service

Falkirk Business Hub  
45 Vicar Street  
Falkirk  
FK1 1LL

Telephone: 01324 614024

**Type of inspection:**

Unannounced

**Completed on:**

16 December 2019

**Service provided by:**

Step Up (Housing, Employability & Community Support Services) Ltd

**Service provider number:**

SP2013012130

**Service no:**

CS2013319314

## About the service

Step Up (Housing, Employability & Community Support Services) was registered by the Care Inspectorate on September 2013 as a combined Housing Support and Care at Home service.

The service has office premises centrally situated in Falkirk and in Alloa. The office premises are convenient to local transport links. At the time of the inspection the service was supporting 32 individuals in total, with varying levels of support, depending on assessed need.

The service's conditions of registration were varied in 2018; the current conditions of registration are as stated below.

- To provide a service to people over the age of 16 who may be at risk of becoming homeless, and adults who have mental health issues, physical disabilities and older adults living in their own homes.
- The support will be provided by two staff teams and where there are any subsequent changes Care Inspectorate will be informed.
- The provider shall inform service users and their representatives that the care service is registered with the Care Inspectorate and shall ensure that they are made aware of the name of the registered service with its contact details, as it appears on this Certificate.

The service states its mission is to: 'Enhance people's quality of life by providing meaningful, personalised support in their own home and in the community'.

The service states its aims are as follows:

'Step up aims to enhance people's wellbeing by providing opportunities to improve and enhance their life quality, their living environment and their personal relationships.

In both our housing support and community care service, we aim to provide excellent advice, high quality care and dignified support to adults who may be at risk of becoming homeless or who may have mental health issues or physical disabilities that could impact their ability to live independently.

Through our housing support service, we aim to reduce our young people's barriers to employment and reduce their experience of social exclusion and poverty. We do this by supporting them to develop the skills required to live independently, by building relationships built upon mutual respect and by empowering the people that we support to participate fully in the wider community.'

The service states its objectives are as follows:

Promoting personal support needs.

Promoting inclusion.

Supporting a quality and nurturing environment.

Developing people to be effective contributors.

## What people told us

We visited the service on 25 September 2019 and then on 25 October 2019. During our first visit we spoke with one person being supported by the service then on our second visit we spoke 1:1 with two people being supported by the service. We sent 11 Care Standards Questionnaires to people being supported by the service. Three of these questionnaires were completed and returned; all three respondents agreed or strongly agreed with the statement 'Overall, I am happy with the quality of care and support this service gives me.'

We found that people were generally happy with the support they received. People we spoke with told us they received the help they needed. We heard that staff were polite and respectful.

People made the following comments:

'It really has been a positive experience. Staff are really good at supporting me through day to day life ... I get on really well with my keyworker. I get on well with the manager, she sees me every day to make sure I'm OK.'

'I've got a flat in a quiet area. It was furnished and its clean and nicely decorated. I see a staff member every day. I can speak with staff during the day and during the night.'

'If I tell the manager there's a problem - like when my heating was faulty, the manager got the Step Up maintenance man who came and fixed it.'

'I wouldn't change the service at all. I get on with the staff, they help me out.'

'They help me to develop my coping strategies. They give me a lot of their time. They take my mind off stress. I've stabilised my life with the support of Step Up, I'm on track now ... I'm achieving a lot now compared to before ... The support is about what I need and when I need it.'

'They do a lot for me. I get on well with all of them. They helped me get stuff for my house. If I need anything they help me out - they don't leave me stranded.'

'They text me to check I'm OK - I like that.'

'They've helped me rebuild my relationship with my mum and my family. This is the first time I've had my own place. They've helped me with that and given me advice. At first it was scary. They've taught me to cook and they've taught me how to use the washing machine. They're giving me financial help to get my driving licence. They're helping me look at college courses.'

## 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 people received a very good quality of care and support within Step Up. We observed that there were support plans and risk assessments in place for the individuals being supported. These support plans were reviewed on a regular basis. Staff were able to access these support planning records to ensure they tailored support according to the assessed risks and needs of each individual within the service. We noted that there were adult and child protection policies and procedures in place which helped to ensure that risks were minimised.

People we spoke with told us they had been involved in identifying their own support needs and in drawing up their individual support plans. We heard that people being supported had a voice within the service. The service had recently held an open day to which people being supported were invited. This provided an additional opportunity for people being supported to express their views on the quality of service they received from Step Up.

The service provided both practical and emotional support. Practical help included assistance with sorting out benefit claims, support to develop skills in independent living, help for people to equip their tenancies as well as support to pursue employment or training. People had also received assistance to obtain their driver's licence in order to promote their independence and enhance their employment opportunities.

The staff within Step Up worked hard supporting people within the service. We heard that staff were approachable and helpful. People we spoke with told us that they were able to contact staff on a frequent, even daily, basis, if they required this level of support. Individuals being supported told us they had regular contact with the service manager. We were told by individuals we spoke with that they would feel comfortable speaking with the manager or indeed any other staff member if they wanted to raise any concerns within the service.

Where appropriate, individuals were referred to specialist services such as for mental health. We noted that staff had appropriately advocated on behalf of individuals to access necessary specialist support to meet individuals assessed needs. We found that staff worked in close partnership with local professional agencies. This helped to ensure that supports delivered across agencies were dovetailed. We spoke with professionals based in the local community who commented on this partnership working:

'Staff have been amazingly pro-active. I get updates almost every day. Its reassuring for myself ... I receive weekly updates from the service manager. Communication is very effective, staff are very thorough ... They also update the emergency duty team if something happens out of hours ... They persevere with people, they don't give up.'

'We're delighted with this service ... we've had a really high success rate with people who've moved on from Step Up ... They are good at engaging with, and helping, people to progress to their own tenancy and then keep it ... Communication is excellent, that's a key strength ... They don't go away and do their own thing.'

We spoke with recently recruited members of staff who told us they had benefited from a robust induction programme. The service had previously experienced a level of staff turnover. In order to improve on staff retention the service had developed their selection and recruitment processes. These measures had helped to stabilise the workforce.

Staff received regular supervision which was used to discuss individuals' workloads as well as to identify any professional development issues or areas of training need. Staff had access to external, confidential counselling if required. Staff training was recorded electronically in order to review and monitor completion of relevant professional training by individual staff members. Training provided across the staff team included training on child protection, adult protection, managing challenging behaviour and professional boundaries training. Specific

training provision was arranged for individual staff members depending on the needs of the individuals to whom they provided support. This had included training on autism and on bipolar disorder. This meant that staff were able to gain relevant skills and knowledge which ensured they were able to meet the support needs of each individual being supported.

## What the service could do better

The service had agreed to explore staff training opportunities on sexual exploitation in order to enhance the team's knowledge in relation to safeguarding the individuals being supported within the service.

The service agreed to explore staff training opportunities on the administration of naloxone (an opiate blocker which when administered in the event of overdose can be life saving).

The majority of staff feedback about the organisation was positive. However we identified that there was some scope for improvements in communication across the staff group. At the time of our inspection visit, we were advised that, the organisation had commissioned an external facilitator to review the organisation. We were informed that the outcome from this review will then be used, in consultation with staff, to inform future areas for development.

Progress with the above areas will be followed up at the next inspection.

## 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).

## 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   |                  |               |             |              |          |               |                           |               |
|---------------------------|---------------|--|------------------|---------------|-------------|--------------|----------|---------------|---------------------------|---------------|
| 17 Aug 2018               | Unannounced   | <table border="0"> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>Not assessed</td> </tr> <tr> <td>Management and leadership</td> <td>5 - Very good</td> </tr> </table>  | Care and support | 5 - Very good | Environment | Not assessed | Staffing | Not assessed  | Management and leadership | 5 - Very good |
| Care and support          | 5 - Very good |  |                  |               |             |              |          |               |                           |               |
| Environment               | Not assessed  |  |                  |               |             |              |          |               |                           |               |
| Staffing                  | Not assessed  |  |                  |               |             |              |          |               |                           |               |
| Management and leadership | 5 - Very good |  |                  |               |             |              |          |               |                           |               |
| 18 Aug 2017               | Unannounced   | <table border="0"> <tr> <td>Care and support</td> <td>6 - Excellent</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>5 - Very good</td> </tr> <tr> <td>Management and leadership</td> <td>Not assessed</td> </tr> </table>  | Care and support | 6 - Excellent | Environment | Not assessed | Staffing | 5 - Very good | Management and leadership | Not assessed  |
| Care and support          | 6 - Excellent |  |                  |               |             |              |          |               |                           |               |
| Environment               | Not assessed  |  |                  |               |             |              |          |               |                           |               |
| Staffing                  | 5 - Very good |  |                  |               |             |              |          |               |                           |               |
| Management and leadership | Not assessed  |  |                  |               |             |              |          |               |                           |               |
| 22 Nov 2016               | Unannounced   | <table border="0"> <tr> <td>Care and support</td> <td>6 - Excellent</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>5 - Very good</td> </tr> <tr> <td>Management and leadership</td> <td>Not assessed</td> </tr> </table>  | Care and support | 6 - Excellent | Environment | Not assessed | Staffing | 5 - Very good | Management and leadership | Not assessed  |
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| Staffing                  | 5 - Very good |  |                  |               |             |              |          |               |                           |               |
| Management and leadership | Not assessed  |  |                  |               |             |              |          |               |                           |               |
| 30 Oct 2015               | Unannounced   | <table border="0"> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>5 - Very good</td> </tr> <tr> <td>Management and leadership</td> <td>5 - Very good</td> </tr> </table> | Care and support | 5 - Very good | Environment | Not assessed | Staffing | 5 - Very good | Management and leadership | 5 - Very good |
| Care and support          | 5 - Very good |  |                  |               |             |              |          |               |                           |               |
| Environment               | Not assessed  |  |                  |               |             |              |          |               |                           |               |
| Staffing                  | 5 - Very good |  |                  |               |             |              |          |               |                           |               |
| Management and leadership | 5 - Very good |  |                  |               |             |              |          |               |                           |               |
| 29 Jul 2014               | Unannounced   | <table border="0"> <tr> <td>Care and support</td> <td>4 - Good</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>4 - Good</td> </tr> <tr> <td>Management and leadership</td> <td>4 - Good</td> </tr> </table>                | Care and support | 4 - Good      | Environment | Not assessed | Staffing | 4 - Good      | Management and leadership | 4 - Good      |
| Care and support          | 4 - Good      |  |                  |               |             |              |          |               |                           |               |
| Environment               | Not assessed  |  |                  |               |             |              |          |               |                           |               |
| Staffing                  | 4 - Good      |  |                  |               |             |              |          |               |                           |               |
| Management and leadership | 4 - Good      |  |                  |               |             |              |          |               |                           |               |

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Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

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