

Cahira

Housing Support Service

Dumbarton

Type of inspection:

Announced (short notice)

Completed on:

19 July 2018

Service provided by:

Overtoun House

Service provider number:

SP2011011727

Service no:

CS2017353538

About the service

Cahira was registered with the Care Inspectorate on 7 July 2017. Cahira is a specialist housing support service in the West of Scotland which provides support and accommodation to females aged 16 upwards who have experienced sexual exploitation. There are no restrictions placed on sources of referral. At the time of our inspection visit there were three women living within the service and the service currently has the capacity to provide support and accommodation for six women and their children.

Cahira states its aims as follows:

Offer a safe place for physical, emotional, mental and spiritual wounds to heal.

Provide opportunities to restore hope, identity, dignity and purpose.

Encourage personal development of skills and abilities that will allow women to positively engage with and contribute to their community.

The service's objectives are to provide:

Supported accommodation for women who have exited trafficking and enslavement to the sex industry.

Supported accommodation for women aged 16 and above who have experienced childhood sexual abuse or sexual violence and are at risk of sexual exploitation.

A mentoring programme for women who have exited sexual exploitation.

Access to trained counsellors.

Appropriate learning/education and social enterprising.

A bespoke education programme, engage.

Access to highly trained staff seven days a week.

An on-call system for emergencies ensuring access to support any time, day or night.

A community support service.

What people told us

We visited Cahira on 3 July 2018. We spoke with two residents face to face during our visit. We spoke to one resident by telephone following our visit. We sent six Care Standards Questionnaires (CSQs) and two CSQs were completed and returned to us.

Women made the following comments:

'All the staff are approachable, they listen 100 per cent ... all the staff are amazing, the manager is down to earth and caring. I'm taking driving lessons, I'm off drugs, I never thought any of this was possible. Staff helped me to see I'm a good person'.

'This is the best support I have ever had in my life. They're always there for you'.

'I love it here. I like everything about it. I can't think of anything they could do better. I feel a million times better. I was a riot, just having support and people who care has made the difference ... I plan to grow up here, I'm going to learn to drive, I attend a literacy class ... I feel happier. I was the most miserable person you could ever see. I feel safe here. There's an on-call number. Its so clean. I feel like a princess ... Having people care and stick by you, it helps. You get support with everything ... I've put on weight as I didn't used to eat. I'm not on any drugs, I don't even smoke anymore. I couldn't even speak to people before'.

'Its good. I like the staff. They are all really supportive. When I'm upset they listen to me and might take me out for a drive. The accommodation is fine. Got everything I need in my room, I feel 100% safe. Staff are trustful, I trust them to keep information confidential. They listen to me if I make requests - they give fair consideration to requests'.

'When I came here my life changed so much. The manager took me out for clothes because I had nothing when I came in. They supported me in getting me courses. They helped me to build up my confidence and treated me with respect. I have never been safe until I came in here. The staff are reliable, they are always there when I need them. The manager is hands on, I can come to her at any point and she is always there for me. All of the staff are hands on, they have changed my life. They have helped me to build relationships with my family. I haven't used drugs in a month, they have supported me to deal with my issues. I have been in a few places but this is the best support I have ever had in my life. I call this my home and know I have a family. When I first came they gave me new jammies, new clothes. They gave me food when I needed it ... They took me to appointments, they got my teeth fixed, gave me cream for my skin and they showed me love. I think they have loved me back to life. Now I am in courses ... They have supported me to do my essays. If I am upset they help me, they will talk to me, most of all they understand my feelings. Now I am doing cognitive behavioural therapy'.

'I feel that the staff really care. I get a lot of support to help with my emotional needs. I feel safe here and it feels like my home. The staff are amazing and its great how they are the same every single day'.

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	5 - Very Good

Quality of care and support

Findings from the inspection

The service provides support and accommodation for up to six females aged 16 upwards who have experienced sexual exploitation. We observed women were cared for and supported in a comfortable environment which was

equipped and maintained to a very high standard. Women we spoke with were very happy with both the quality of care and support they received as well as the high standard of their living accommodation. We found that residents were able to personalise their own rooms.

We found that there were detailed support plans in place for residents. These support plans ensured that support was tailored to the individual needs of each service user. Women were given a range of support to help them to recover from their experience of trauma. This support included access to cognitive behavioural therapy if required. Women were enabled to review how their thinking influenced their behaviour. The service was continuing to explore resources to assist women to recover from their experience of trauma. Where relevant, residents were supported to address any addictions they had experienced. This included help to access and attend external addiction services.

Women received help to build their social skills and their self esteem. This support included help to access the steps to excellence course. We spoke with one women who had successfully completed this course which she told us had helped to boost her confidence. The service helped individuals to access a range of educational programmes, either internally or externally. The service delivered its own in house educational programme, 'Engage', which women were able to participate in if they chose to do so. The Engage programme offers an individual, bespoke training programme. This programme allows opportunities to learn maths and english as well as skills such as communication, leadership and emotional regulation. Work completed can be recognised with an accredited certification from the Scottish Qualifications Authority. We found that women enjoyed the sense of achievement they gained from participating in these programmes. We spoke with one women who had, with the assistance of her keyworker, secured a bursary which helped her to pursue her chosen educational programme.

The service provided access to recreational and therapeutic activities for residents. This included inviting a hairdresser to come into the service to cut women's hair. The service held sessions in art, candle making, sewing and in general craftwork. The staff and residents were involved in preparing a weekly meal together. Residents were able to make use of garden grounds for outdoor activities of their choice and to participate in group trips/outings. These activities had contributed to improvements in residents' feelings of wellbeing.

A community liaison officer regularly patrolled the area around the service to monitor the grounds. The women we spoke with told us they felt safe living at Cahira. Residents were able to live within the service for up to 2 years and were supported to progress on to alternative more independent living accommodation. Residents were given assistance to develop skills for independent living. This has included budgeting, shopping and cooking skills.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of staffing

Findings from the inspection

Staff within Cahira worked hard and were passionate about their role. Cahira residents told us that they enjoyed strong relationships with staff who were described as supportive. One resident told us 'I trust the staff - they are amazing and normal, they care so much - they understand what I've been through and the effect its had'. We observed staff interacting with residents and saw that they were caring and respectful. We noted that residents were at ease communicating with staff.

Staff knew the residents well and were well informed of their specific support needs. Staffing levels were reviewed routinely at team meetings. Additional cover was put in place when required to meet the needs of the specific individuals being supported at any time. There were staff available 24/7 to provide support as required.

Staff brought a wide range of relevant experience to their roles. We found that staff had good insight into the experiences of the women they were supporting and were non - judgemental. Staff were scheduled to complete naloxone training. Naloxone is an opiate blocker which when administered in the event of overdose can be life saving.

We noted that keywork staff compiled 'reflective accounts' which were recorded in individual residents' files. These accounts helped to ensure that staff were reflecting on the practice they delivered to each service user in order to maximise the quality of the service delivered. Staff told us they received regular supervision and that they felt supported in their role. The service provided access to cognitive behavioural therapy for all staff if this was required.

Staff worked in close partnerships with relevant professionals in the community which helped to ensure that supports delivered across various agencies, were streamlined. We spoke with staff based in external agencies who had made referrals to Cahira and we received positive feedback. External professionals made the following comments:

'I have got a very positive impression of the service ... Its been the right placement at the right time. Cahira addresses a gap ... She's learning about independent living skills, its non-judgemental and empowering ... they are helping her to gain insight. The staff group are looking at her differently from how previous services did ... She has settled unlike where she has been before. They have a really good understanding of her ... There's been definite improvements in a short period of time ... Staff are very good ... we are in constant contact, we get a weekly update. Staff are professional and very knowledgeable. They address any issues I've raised ... There are no gaps'.

'The staff really go above and beyond ... Its a wraparound service'.

'I find the staff to be really professional and very accommodating'.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of management and leadership

Findings from the inspection

We noted evidence of file audits being carried out on individual service user's files. Constructive evaluations were detailed within these audits, identifying areas to be improved. This helped to ensure that records were maintained to a standard which facilitated the effective delivery of care and support. Additionally there were occupancy agreements in individual files. We saw that the service held an incident log and had recorded details of an incident where the terms of the occupancy agreement had been enforced. This demonstrated that the service was maintaining standards it had set in order to maintain the safety of the women living within the service.

We saw that the service made use of an induction checklist which was completed and held within individual staff files. This was used to monitor the satisfactory completion of the service's staff induction programme. Training monitoring forms were held on each individual staff member. This system helped to ensure that the service manager could monitor the satisfactory completion of relevant training and professional development. New staff were required to shadow for a period to ensure they had the opportunity to learn what was required in order to provide an effective quality of care and support. We saw that PVG checks were completed on all staff working with service users. This helped to ensure the safety of residents at Cahira house. All new employees were initially recruited on a six month probationary period to assess their professional performance before they received a longer term contract.

We looked at adult protection procedures and were satisfied with procedures and practices in place to ensure service users were protected. The service helped to ensure the safety of residents by the use of CCTV which was in place around the building. CCTV footage was reviewed every morning. The service employed a handy man who carried out regular maintenance within the premises in order to ensure the standard and safety of the environment.

We heard that supervision was used to address any relevant issues in order to support and sustain staff resilience. Staff told us that they felt comfortable approaching the service manager to raise issues or to seek support. The staff we spoke with felt they had a voice in contributing to developing the service. The service specifically employed a development officer whose key responsibilities were to continually raise awareness and promote the service within the wider community. This role included working, alongside the service manager, on the improvement and strategic development, of the service. The service had linked with other key specialist agencies across Scotland as well as with local authorities. The service was engaging in dialogue at a national level to contribute to the overarching aim of achieving the eradication of sexual exploitation.

Cahira staff were supported by a board of directors who had oversight over the quality of service as well as the future direction of the service. The project co-ordinator provided regular reports to the board to ensure they remain informed of progress within the service.

The service manager received peer supervision, however the managerial oversight role provided by the chair of the board should be formalised. The service should continue to build on the developments made to ensure that progress within the service is sustained.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

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.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

This service does not have any prior inspection history or grades.

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