

Dundee Women's Aid Housing Support Service

Dundee

Type of inspection:

Unannounced

Completed on:

21 January 2019

Service provided by:

Dundee Women's Aid

Service provider number:

SP2004005876

Service no:

CS2004063227

About the service

Dundee Women's Aid provides emotional and practical support to women and their children who have experienced domestic abuse. This includes individual outreach support, group work and accommodation and support in refuge accommodation throughout the Dundee City Council area.

The service has been registered with the Care Inspectorate since 2011 and was previously registered with the Care Commission.

The service notes the following vision in their business plan:

'Our vision is of a fair and equal society in which all women, children and young people are fully included and can live life free from all forms of abuse, empowered with the knowledge, skill and tools to live life to their full potential.'

What people told us

We considered the views of a range of people who used the service. Two service users returned questionnaires, we telephoned two service users, we visited one service user in their accommodation and we spoke with a relative of one person who had just begun to use the service.

All the people who shared their views felt very positively about the service. They considered that they felt staff listened to them and most importantly believed what they said. Support was very individual, flexible and tailored around their needs.

Some women described staff as "going the extra mile" in relation to them moving on with their lives.

Some women were confused about how they were asked for their views or how their views informed planning within the service.

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at the last business report and the current development plan and spoke with the management team about the service. This demonstrated their priorities for development and how they were monitoring the quality of the provision within the service.

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 considered a range of evidence including policies, procedures, records and spoke with people who used the service, people who worked in the service and people who managed the service. Generally we saw that Dundee Women's Aid was a well performing service.

People who used the service were protected from harm and abuse. Staff understood their role in relation to child protection and adult protection and reported any concerns appropriately. Appropriate procedures were in place and understood by staff in relation to issues around risk and personal safety planning.

Women who used the service had their choices and rights upheld. Very good levels of information was available to people using the service with opportunities to influence the service at all levels. The service was proactive in responding to any issues, ideas or concerns raised. Support planning was person centred and we saw the service as flexible and responsive to individual need.

Staff understood the need to promote equality, the importance of acceptance and belief in the women accessing the service. Service users told us how crucial this was in helping them to move on with their lives, safely and without stigma or discrimination. Support was aimed at empowerment rather than creating false dependencies.

People told us that their lives were enhanced by using this service. People who worked in the service were sensitive to the needs of women and their children using the service. Helpful professional networks had been established meaning a less bureaucratic approach to support with personal safety, housing and finance. Social supports were in place to reduce social isolation on an individual basis as well as social groups. Women were supported to understand their personal relationships and what constituted abusive relationships.

Most if not all women who used the service had lived through traumatic experiences which could have an impact on their mental health and wellbeing. Some staff had been trained in the effects of trauma and the service aimed to become more trauma informed over the next year.

People who worked in the service evidenced a genuine regard for women and their children who used the service. Staff were skilled and experienced in recognising the needs of people who used the service. Regular opportunities for learning and for reflective discussions about practice, supported a culture of openness and willingness to improve throughout the service. The open and enabling culture helped staff to feel safe in their work.

The management team understood the need to build resilience in their staff and regular confidential counselling was available. As a result, staff felt valued, respected and supported within the service.

What the service could do better

Although support planning was person centred, many lacked detail. We spoke with the service about the importance of support plans clearly detailing the support being offered by whom and by when.

We noted that there had been a short gap in the provision of some social supports being available to women who used the service. Recruitment is underway to address this.

Although appropriate records were maintained in relation to protection matters, there were some instances where the service had not notified the Care Inspectorate in line with current guidance in relation to notification reporting. We discussed this with the service.

In conclusion, we noted major strengths in relation to care and support and staffing within the service. We saw and heard that women and their children accessing the service received very good levels of responsive and flexible support from well trained and well supported staff. Some areas of practice were particularly innovative and creative around the counselling available to staff and the plans to become a trauma informed service. We look forward to considering the enhanced outcomes for people using the service in respect of these plans. We were confident the service would address all the issues raised. This has informed the grade of very good for the Quality of Care and Support and the Quality of Staffing.

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
9 Feb 2017	Announced (short notice)	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed Not assessed 6 - Excellent
11 Nov 2014	Unannounced	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed 5 - Very good 5 - Very good
13 Feb 2014	Announced (short notice)	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed 5 - Very good 5 - Very good
5 Jul 2012	Unannounced	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed 4 - Good 5 - Very good
28 Jul 2010	Announced (short notice)	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed 5 - Very good 5 - Very good
6 Jan 2010	Announced (short notice)	Care and support Environment Staffing Management and leadership 4 - Good Not assessed 4 - Good 4 - Good
11 Dec 2008	Announced (short notice)	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed 5 - Very good 5 - Very good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.