

Monklands Women's Aid Housing Support Service

Airdrie

Type of inspection: Announced (short notice)
Inspection completed on: 13 March 2017

Service provided by:
Monklands Women's Aid

Service provider number:
SP2005007960

Care service number:
CS2006137803

About the service

The service has been registered since 18 August 2008. Monklands Women's Aid housing support service operates from a central office in Airdre with outlying refuge accommodation for women and children in the Airdre and Coatbridge District. There are 8 refuges in total with a capacity for up to 16 adults. At the time of inspection visits there were 11 women occupying refuge accommodation.

The aims and objectives of this service, as stated by the service, are to 'offer advice and support to women and children who are suffering from domestic abuse whether it is mental, physical or sexual. Offering temporary accommodation when needed and to raise awareness of domestic abuse'.

What people told us

We visited the service on the 28 February 2017 and on 13 March 2017. During our inspection visits we spoke with five women in a focus group.

Service users made the following comments:

- 'The refuge was better than I expected. It was homely, we fear the unknown. If you didn't have something they got you it. Anything you asked for you get'.
- 'The refuge was a sanctuary. I had nothing when I arrived. I was very pleased. I was allowed to bring my dogs, I'm in a scatter flat'.
- 'I used to share with a girl, now I've got my own refuge flat'.
- 'I was previously in a communal building and I felt afraid. Here I had my own flat and it felt completely different'.
- 'The word refuge makes you feel like you're being labelled'.
- It was well thought out - they had everything in the flat'.
- 'They even had a Christmas tree'.
- 'They left us xmas presents under our tree'.
- 'The refuge had food donated at Xmas time'.
- 'My wee boy got a big bag of toys'.
- 'When you get there its not what you expect. You think nobody will listen to you but its not like that'.
- 'I didn't know about Women's Aid'.
- 'I didn't even know what Women's Aid was for'.
- 'My son has his own support worker'.

- 'There are cameras at the refuge'.
- 'I felt safe at the refuge'.
- 'The staff are excellent, they've become like friends'.
- 'Staff are very supportive. My support worker came with me to housing, she helped me with the forms and to apply for a grant to finish my flat'.
- 'They responded very quickly. A staff member was there in 5 minutes'.
- 'They help to put you in touch with the proper solicitor'.
- 'I can't thank Women's Aid enough. If your support worker is busy there's always someone there'.
- 'All my needs have been met'.
- 'The location of the office is too public because its on the main drag and it says Women's Aid on the door. I would prefer not to have the Women's Aid sign on the door. I would prefer if there wasn't any stairs'.
- 'It sometimes stops me going in because its so visible. There's a bus stop nearby'.
- 'I used to arrange to meet up somewhere with my support worker rather than come to the building'.
- 'Staff are well trained. They have a good understanding. They act quickly'.
- 'Its been a good education - learning about abuse. Learning how to deal with situations'.
- 'My wee boy's came out of his shell since we came here. It made me realise it wasn't alright, what was happening. I've got a wee bit of my confidence back'.
- 'They help by listening and helping me to draw up coping strategies'.
- 'They support you. I'd given up but Women's Aid told me to keep going. I've realised I've got too much to live for'.
- 'I've learned more about how to keep myself safe'.
- 'They helped me to understand and not to blame myself'.
- 'The support I was given, they visited me in hospital. I don't know what I would have done without this support'.
- 'If this service wasn't here I wouldn't be here. I think my kids would be dead as well'.
- 'I really appreciate the support I've had'.
- 'My support worker goes above and beyond'.

Service users' comments included in the returned Care Standards Questionnaires (CSQs) included:

- 'Another worker helps when my support worker is not in. I've made a lot of progress. My worker is a great support and always points me in the right direction. They always make time for you and regularly support your needs. I've grown in confidence due to my workers helping me. I cannot say how much Women's Aid have helped me and seen me through a lot. I'd be lost without them'.
- 'I would like to thank Monklands Women's Aid for giving vulnerable people a voice when they find themselves in a difficult situation in their lives'.
- 'I have received, and am still receiving great support from the staff and my worker. They have been great and consistent at all times. Great staff and service'.
- 'I appreciate the service Women's Aid provide and would be lost without them, they provide a very professional and valuable service'.

Self assessment

We received a self assessment document from the service provider. We were satisfied that the provider had included detailed information under each of the statement headings. The service identified appropriate areas for development.

From this inspection we graded this service as:

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

What the service does well

Service users told us that the staff at Monklands Women's Aid listened to them and provided support in response to the needs they identified. We found the service acted on feedback from service users on how to develop their service. A service user sat on the board of management. Staff told us that they found the board members to be approachable and supportive. We found that there was strong communication across the organisation.

The service made use of an electronic case management system for storing information in relation to the support of individual service users. This system ensured that all staff were able to access up to date information. This allowed staff to provide support which was informed by changes in support needs. We found that there was robust record keeping in relation to the support needs of individual service users.

The service was pro-active in promoting awareness of the impact of domestic abuse. This included focussing on prevention. Staff visited local schools to deliver presentations aimed at highlighting the difference between healthy and unhealthy relationships and promoting understanding of healthy boundaries.

Staff at Monklands Women's Aid were creative in their approach to service development and in gaining support for their organisation. The service had gained support from a diverse range of agencies.

The service encouraged professionals from different agencies to visit the service and to shadow staff throughout their working day. This has provided opportunities for professionals, for example, health visitors and procurator fiscals, to enhance their understanding of the impact of domestic abuse on women and children. A staff member represented the service at the local domestic abuse screening group. The service had invested in establishing strong partnerships with local agencies and this included MARAC (Multi Agency Risk Assessment Conference). This partnership working helped to ensure that supports and measures to protect women and children, were streamlined across local agencies.

Staff told us they enjoyed seeing women make progress in their lives. The staff we spoke with were passionate about their work. Team working and team morale were strong. We found that staff received regular formal supervision and there was a system of staff appraisal in place. Staff supervision and appraisal were used to quality assure the support delivered to women and children. The service had made use of an online facility to carry out training needs analysis on individual staff members. This helped to ensure that staff maintained their skills and knowledge to deliver an excellent standard of service. A member of staff was granted a 'local hero' award in recognition of the value of the service delivered to the local community.

The staff at Monklands Women's Aid worked hard to meet the high level of demand for their service. The service was committed to continually reviewing and developing their service to ensure the best possible quality of service was delivered to their service users.

What the service could do better

The service was awaiting the outcome of a pending application to fund a full time counsellor post. The service had agreed to review whether they need to carry naloxone (naloxone is an opiate blocker which when administered in the event of overdose can be life saving) and to review the need for staff training in the administration of naloxone. The service had agreed to review their recording of risk assessments/risk management plans in relation to individual service users. Developments with these areas of improvement 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.

Inspection and grading history

Date	Type	Gradings								
27 Mar 2015	Announced (short notice)	<table> <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>6 - Excellent</td> </tr> <tr> <td>Management and leadership</td> <td>6 - Excellent</td> </tr> </table>	Care and support	6 - Excellent	Environment	Not assessed	Staffing	6 - Excellent	Management and leadership	6 - Excellent
Care and support	6 - Excellent									
Environment	Not assessed									
Staffing	6 - Excellent									
Management and leadership	6 - Excellent									
6 Jan 2014	Announced (short notice)	<table> <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>6 - Excellent</td> </tr> <tr> <td>Management and leadership</td> <td>6 - Excellent</td> </tr> </table>	Care and support	6 - Excellent	Environment	Not assessed	Staffing	6 - Excellent	Management and leadership	6 - Excellent
Care and support	6 - Excellent									
Environment	Not assessed									
Staffing	6 - Excellent									
Management and leadership	6 - Excellent									
8 Nov 2011	Unannounced	<table> <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>4 - Good</td> </tr> </table>	Care and support	5 - Very good	Environment	Not assessed	Staffing	5 - Very good	Management and leadership	4 - Good
Care and support	5 - Very good									
Environment	Not assessed									
Staffing	5 - Very good									
Management and leadership	4 - Good									
27 Oct 2008	Announced	<table> <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
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