

Monklands Women's Aid Housing Support Service

Airdrie

Type of inspection:

Unannounced

Completed on:

11 March 2019

Service provided by:

Monklands Women's Aid

Service provider number:

SP2005007960

Service no:

CS2006137803

About the service

Monklands Women's Aid provides specialist responsive domestic abuse services to women, children and young people who have experienced domestic abuse, who are at risk of experiencing domestic abuse or who are seeking to escape.

The housing support service operates from a central office in Airdrie with outlying refuge accommodation for women and children in the Airdrie and Coatbridge District. There are eight 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 service has been registered since 18 August 2008.

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 received 29 completed CSQ questionnaires which was a very high response. 100 percent of those who replied stated that they strongly agreed or agreed with all the questions asked. We met with seven women in a group setting. We also met with one woman in her refuge accommodation. Women told us that the service they received was outstanding with several of the women describing the support as lifesaving.

Some of the comments included:

"The staff are here to help me whenever I need".

"I don't know what I would have done without them".

"I feel they have supported me to find the real me".

"I feel safe".

"I never feel judged".

"Fantastic service, I don't know where I would be without them".

"I couldn't put into words how the service has helped me through the domestic abuse and moving to my own home and continuing to support me".

"I don't know where I would be without the support from Monklands Women's Aid".

"Monklands Women's Aid went above and beyond for me and my kids".

"Totally different experience to other services".

"Monklands Women's Aid see me and assist me to improve my circumstance without taking any power or control away from me. They have saved my life".

"I was scared before, now I am not. Thank you Monklands Women's Aid" .

"I have always felt supported and respected and treated fairly and this has made me gain much more confidence in myself. My support worker has always been helpful and there for me when I needed help, advice and support. Really great service".

"I am so grateful to Monklands Women's Aid" .

Self assessment

There was no self-assessment requested for this inspection year. We reviewed comprehensive Strategic and Performance plans which informed us and evidenced the service's commitment to continued development.

From this inspection we graded this service as:

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

What the service does well

During this inspection, we considered the quality themes relating to care and support and management and leadership and concluded that the service had achieved a grade of excellent for both themes.

Staff had built extremely effective relationships with women who told us they felt cared for, safe and respected. Staff were caring and compassionate to the needs of women and their children and were knowledgeable, highly skilled and confident within their role.

Staff are very well informed and highly respected in local services and are therefore able to signpost women to appropriate specialist support services in the community.

Women benefited from an exceptional level of multi-disciplinary collaborative working across a range of external agencies. The service facilitates a rotational role of Chairing the North Lanarkshire Council Multi Agency Risk Assessment Conference, which is a victim focused meeting which takes place on a monthly basis to discuss cases of domestic abuse where the victim is at high risk of serious harm or homicide. The service have been integral in a number of local and national awareness raising opportunities.

All members of staff had a strong involvement in local statutory forums such as Safe & Together meaning the service is involved implementing local plans and receives requests from other agencies to participate in joint working and the involvement in a number pilot groups aimed at improving outcomes for women. It is our judgement that the service was sector leading in their inclusion on a number of pilot groups including those with the Scottish Women's Rights Centre, the police and psychological services.

Electronic case records evidenced a consistently high level of support and regular contact being provided to women. Individual recordings were outcomes focused and skilled record keeping of staff allowed for detailed, outcomes focused management reports to be generated.

Comprehensive risk assessments, GIRFEC assessments and safety plans were all completely promptly and there was consistent evidence of regular reviews taking place which allowed for needs led plans.

Weekly support groups were seen to be well attended and women presented as passionate about how they can support other women. Overwhelmingly women using this group told us they felt safe, respected and valued. Feedback from a weekly youth group indicated that children and young people also felt safe and were gaining confidence.

The service have created innovative methods of recording feedback and outcomes focused evidence for both women and children and young people. One such example is the development of an outcome tree displayed on a wall of a meeting room and a visual rainbow used by children to record their feedback.

The service have been awarded a LGBT Chartermark which demonstrates that the service respect and ensure that LGBT people can feel confident that they will be included, valued and supported.

Regular supervision and appraisal of staff and was seen. Staff and board members receive regular training and there was a team of highly qualified staff who valued the opportunity to continue to improve and develop their knowledge in order to support women and children.

The service have in place detailed Strategic and Performance plans, both of which were SMART (Specific, Measurable, Achievable, Relevant and Time-bound) and outcomes focused. They evidenced a strong focus on improvements for all aspects of the service.

What the service could do better

The service discussed that they will continue to source financial support for the post of a counsellor as they are aware that this would bring added value to the service provision they currently offer.

During the inspection process we observed discussion about how best to meet the needs of young mothers and the service are progressing the implementation of a Mother & toddler group.

The service should continue to strive to achieve outstandingly high outcomes for women and children and to continue to analyse and adapt service provision to ensure it is needs led.

Developments within 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.

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								
13 Mar 2017	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>Not assessed</td> </tr> </table>	Care and support	6 - Excellent	Environment	Not assessed	Staffing	6 - Excellent	Management and leadership	Not assessed
Care and support	6 - Excellent									
Environment	Not assessed									
Staffing	6 - Excellent									
Management and leadership	Not assessed									
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									

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

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