

Ayr Housing Aid Centre Housing Support Service Housing Support Service

1st Floor
7 York Street
Ayr
KA8 8AN

Telephone: 01292 288111

Type of inspection: Unannounced
Inspection completed on: 29 March 2017

Service provided by:
Ayr Housing Aid Centre

Service provider number:
SP2004006682

Care service number:
CS2004073455

About the service

Ayr Housing Aid Centre Support Service is registered to provide a housing support service to adults who are homeless or in housing need threatened with homelessness in South Ayrshire. The service was previously registered with the Care Commission on 23 March 2003 and transferred its registration to the Care Inspectorate on 1 April 2011. The service is run as a registered charity by a management committee of voluntary laypersons, representation from statutory bodies and third sector organisations.

The service operates from premises within walking distance of the town centre of Ayr. The office base provides private accessible meeting rooms which are fitted out in a casual style to help people to relax and feel at ease when meeting with staff. The upstairs accommodation has a large conference room and several individual offices for different staff functions.

At the time of the inspection 122 people were being supported by the service. Support provided was person centred and specified in peoples housing support agreements.

The service states its primary aim and objective is to provide: advice, assistance, representation to those who are homeless, threatened with homelessness and/or are in housing need. Services include: advice, information, tenure sustainment and first home service.

What people told us

Twenty nine people returned completed care standards questionnaires and we spoke with one person at the time of the inspection.

People told us:

"The help and advice I got was second to none. Extremely professional and friendly. I would strongly recommend this service".

"My case worker was excellent she helped me to understand all the paperwork and was very understanding about my needs. If I had anything to say she listened and took action straight away. Service was second to none".

"I have been using this service for a while and couldn't be happier with how professional the staff are, they definitely know how to support and advise me in any queries I have had.

"Ayr Housing Aid have been excellent in helping me with my problems of late".

"Really pleased with the service and found the help has put me at ease with my move".

"All staff I have come into contact with have been of great help, I tend to think of them as friends now".

"I am perfectly impressed with the service I have received and am very reassured and have no complaints in that regard".

"This service has helped me when I was at my worse. Due to my declining health and threat of eviction they have supported me and given me back my self-respect. They assisted me with forms and supported me to deal with things".

Self assessment

The Care Inspectorate received a fully completed self-assessment from the provider. The provider identified what it thought the service did well and gave examples of improvements the service had made since the last inspection.

The provider told us how the people who used the service provided feedback on the support they received and the overall service. This information was used when completing the self-assessment. The management committee and staff team also contributed to the completion of the self-assessment. The self-assessment identified some key areas that the provider believed can be improved and showed how the service intended to do this.

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

Ayr Housing Aid Centre provided excellent information, advice and support services for people who were homeless or threatened with homelessness. The provider demonstrated active participation was embedded in the service. People were encouraged to comment on the support they received, this feedback was used to influence and improve the quality of the service.

People who accessed the service had a service agreement in place which set out the terms of the service and what people should expect from the service.

This included stabilising tenure and preventing homelessness at crisis point, income maximisation, benefit checks and assistance with household bills and budgeting. People were supported to make informed choices based on the information and advice provided and options available to them.

We found a small consistent staff team who had completed relevant qualifications specific to their role. The staff were very knowledgeable and skilled within their specialised area, this supported people to achieve their outcomes.

The provider valued partnership working, an example of this was the First Home Capacity Building Programme. The service worked with others over 8 weeks to develop the skills and knowledge, build self-esteem and increase the confidence of the young adult participants. This equipped them to live independently within their community.

The quality of leadership and management was excellent, benefitting people supported and other organisations. The provider recognised and monitored how external factors including the welfare reform had impacted on people. A homelessness training manual had been developed and used to train the service staff as well as staff from other organisations. Since the last inspection the service had received two awards for the First Home Service.

The provider had excellent quality assurance systems in place. The chief executive and service managers experience as auditors ensured that audits were implemented to evaluate and monitor the service. The development of a statistical system had enhanced the quality monitoring for the service. A review of the service had taken place and areas continued to be developed, for example, streamlining the documentation used throughout all the services. We found the provider clearly demonstrated its commitment to continuous improvement.

What the service could do better

At present the Capacity Building Programme is available to people who access the First Homes Service, we discussed with the provider the possibility of this programme being made available to other people who access Ayr Housing Aid Centre Support Service.

Due to the type of support provided we found a low number of recorded incidents within the service. The Care Inspectorate had received no notifications since the last inspection. We referred the provider to the Care Inspectorate Guidance on Notification Reporting as a reminder for the staff team of what information is required to be reported to the Care Inspectorate.

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
20 Jan 2015	Unannounced	Care and support Environment Staffing Management and leadership
		6 - Excellent Not assessed 6 - Excellent 6 - Excellent

Date	Type	Gradings	
3 Jul 2013	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 6 - Excellent 6 - Excellent
24 Jan 2013	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good
5 May 2011	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
4 Feb 2009	Announced	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 ਵਿਚ 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.