

SAY Women Housing Support Unit Housing Support Service

Glasgow

Type of inspection:

Unannounced

Completed on:

28 October 2019

Service provided by:

Say Women

Service provider number:

SP2004006088

Service no:

CS2004062368

About the service

SAY women has been registered since January 2004. The service is a voluntary organisation which offers safe, semi-supported accommodation and emotional support for young women aged 16 - 25 who are survivors of sexual abuse, rape or sexual assault and who are homeless or threatened with homelessness. The service also offers follow on, resource and training services. There are eight places in the accommodation project element of the service. The accommodation project consists of five independent and one double shared flat and one outreach flat situated in Glasgow. An on call facility is available on a 24 hour basis. One flat is fully adapted and accessible for women with disabilities. All flats are fully furnished. At the time of our inspection visit the accommodation was fully occupied and the service was supporting an additional 42 women. The office premises are located in the city centre of Glasgow which has convenient access to public transport facilities.

The service states its aims as: SAY Women's vision is to combat the effects of childhood sexual abuse and to support young women to reach their full potential. The service has the following objectives:

The objectives of SAY Women are:

To provide a flexible range of services, to women who have been sexually abused, including long term support.

To provide safe, secure and supportive medium stay accommodation for young single women who have been sexually abused and are aged between 16 - 25.

To provide the information, counselling and support that is required to help them work through their personal difficulties and problems.

SAY women will act as an agency representing the interests of sexually abused young women and will liaise with all appropriate statutory and voluntary organisations to achieve this objective.

To investigate the requirements and potential for developing other services either by the organisation itself or by others, to meet the demands of sexually abused women and children to campaign to make the real extent of sexual abuse widely recognised and for suitable services to be provided.

To encourage statutory authorities and other agencies to recognise their objectives, legal and otherwise, towards sexually abused women and children and to act accordingly towards the prevention of abuse and relief of suffering.

SAY Women can assist the work of voluntary organisations and statutory organisations engaged in the provision and improvements of any service which would be beneficial to the objects of this organisation.

SAY Women can undertake such other activities as shall promote and assist the furtherance of the objectives of the organisation.

What people told us

During this inspection visit on 09 September 2019 we met with two women 1:1. Also during our inspection we telephoned and spoke with a woman being supported by the service. Following our inspection visit we spoke by telephone with two women being supported by the service. We attempted to speak with one other women being supported by the service but without success.

We received positive feedback from the women we spoke with. We heard that the service was person centred and that the accommodation was clean and well maintained. One person queried the service's visitor policy on the basis that it was strict. We discussed this with the service and the view expressed was that the existing visitor policy was necessary to minimise risks and keep people safe.

People made the following comments:

'Staff are helpful. If there's anything you need to talk about, they'll sit down and talk with you and give you advice on how to cope with it.'

'It was really helpful, it helped me to focus on what I needed to focus on.'

'My well being has improved a wee bit. I feel safe in the accommodation. I was anxious when I first moved in, now I am settled. Staff help you to access services you need ... I know the chief executive, I have spoken to her when I've been in the office. Staff are approachable and I trust them, I know they keep information confidential. The staff are really good at trying to support the women who are being supported and they make the time for all of us. You can have a laugh with the staff.'

'I get on well with my keyworker, we've got a lot in common. Both of us like the outdoors, we just clicked ... I never had any confidence. I was asked to do groupwork. I didn't feel confident enough. Now I do groupwork and I'm a peer mentor. We talk about self-harm ... I like the way they don't rush you into talking about things. I've liked meeting new people through the services ... When I'm here I feel like I'm in a safe place. I get to talk to girls who've been in similar situations to myself. The support I've had from the service has helped to enhance my well being.'

'The support has changed my life. I mainly received counselling ... I went to the group programme and did craft work. It was helpful to speak to others in the same position as myself. It's helped me to refocus, I've not had a single negative thought. They've helped me implement healthy coping strategies. Everything was around what I wanted ... Staff were flexible and worked round me. There were no recriminations when I cancelled at the last minute. All staff were amazing, supportive and professional. Without the service I probably wouldn't be alive, they got me at my worst. They spent a lot of time and they didn't focus on the abuse. Every 12 weeks we evaluated where we were at which helped me to see my progress. This reflection was really helpful for me.'

'This service has absolutely helped me ... its helped me to believe in myself. The accommodation was very good. I felt the staff were understanding ... it was very much about you, not them ... They really helped me at a difficult time in my life ... What I wanted, I got. It was a fabulous outcome ... Staff were expert at what they did.'

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	not assessed

What the service does well

SAY women provided support and accommodation to women who have been, or are at risk of being, sexually abused. We found there were support plans and risk assessments in place for each of the women being supported. The registered manager of the service carried out audits of files to quality assure support plan records held on the women being supported. This helped to ensure a high standard of record keeping to inform the support delivered.

Women were given both practical and emotional support which was tailored according to their individual needs. Women were supported both 1:1 and in groups. There were a range of group activities which women were able to join if they were interested. The service also had a peer education programme. This programme helped women to mentor each other. If required, women were given support to attend meetings with external agencies including medical appointments and meetings with police. Staff signposted women to relevant support agencies as appropriate in order to access support required. Staff worked in partnership with relevant agencies to ensure supports delivered across agencies were streamlined.

The service was, at the time of our inspection, engaged in a 'tenancy sustainment' pilot. This involved SAY women staff working with Local Authorities to raise awareness and develop practices in working with SAY women's client group to improve outcomes in terms of tenancy sustainment.

We found from speaking with women that they had gained in confidence from the time they had first had contact with SAY women. The service used a new outcomes framework which was used to help women monitor their progress towards identified goals. Women were given some support to prepare for the end of their time with the service. This support included assistance to access a volunteer placement.

We found the service had both child and adult protection policies in place. We were satisfied that there were practices and procedures in place which minimised risks in terms of child/adult protection.

The staff team brought a range of qualifications and experience which was relevant to their role. Staff we spoke with told us they felt supported and that they received regular formal staff supervision. We also found there was a system of staff appraisal in place. Staff morale was strong. Staff told us they had good access to training and professional development opportunities to develop the quality of service they provided to women. Staff we spoke with were caring and highly motivated in their role.

There was a board of management in place which provided support to the service and to the staff team. The service held an annual event which created the opportunity for the service's board members to meet with women being supported by the service. This was an opportunity for people to exchange views across the organisation.

We found that women were heard within the service. The service had a complaints system in place. We saw there had been one formal complaint made within the service since the last inspection. We were satisfied that the service had responded appropriately to that complaint. Women being supported by the service had been involved in shaping the future direction of the SAY women. Women had also been encouraged to share their views on how a range of relevant services could be developed to provide more effective support. Women were asked to contribute to relevant Scottish Government consultations related to this area of service provision.

What the service could do better

At the time of our inspection visit the service were awaiting scheduled staff training on the administration of naloxone, an opiate blocker which when administered in the event of overdose could be life saving. We would support this training as it potentially reduces risks of adverse outcomes for women being supported within the service.

The service was pursuing funding to increase staff cover on evenings and weekends in order to increase the support available to women at these times.

The service had agreed to develop systems for formally reviewing staff cover within the service.

The service had identified the need to develop the support to women in a way which helps them to move on from the service at an appropriate stage.

Progress with the above areas of improvement will be followed up at our 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
21 Mar 2017	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
27 Mar 2015	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
17 Mar 2014	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 4 - Good
7 Feb 2012	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
29 Jun 2010	Announced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership Not assessed
8 May 2009	Announced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good

Date	Type	Gradings	
		Management and leadership	5 - Very good

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