

## Fife Support Service Housing Support Service

West Bridge Mill  
Bridge Street  
Kirkcaldy  
KY1 1TE

Telephone: 0845 0020819

Type of inspection: Unannounced  
Inspection completed on: 21 September 2016

**Service provided by:**  
LinkLiving Limited

**Service provider number:**  
SP2004004684

**Care service number:**  
CS2004061282

## About the service

Fife Support Service is registered with the care inspectorate to provide support to adults living in their own homes and in shared accommodation at West Bridge Mill Kirkcaldy.

The service has two staff teams, one providing the accommodation based housing support service and the other providing support out in the community. A variation to the way the services in Fife were registered was finalised in April 2016. This was to bring the two Fife services together as they were previously linked separately to services outwith Fife which could affect their inspection grading if one of the other services under the same registration was not performing well.

The housing support service was taking part in a pilot project with Fife Council as part of Fife Council's move to reduce the use of Bed and Breakfast accommodation for people experiencing homelessness.

Service users at West Bridge Mill live in short term assured tenancies, these being individual or sharing with one or two other people. This service can accommodate up to thirty two service users. The service was providing support to two hundred and twenty one service users in the wider community. Additional hours of support had been funded by Fife Council for the Syrian Resettlement Project

The service is one of a number of services operated by Link Living Limited which has the following aims and objectives:

- To focus on each individual, with a flexible, creative approach to fulfil their needs and potential.
- To involve each person every step of the way.
- To build long term relationships and partnerships by being caring, supportive, empathetic, responsive, reassuring, respectful and by listening to develop trust.
- To be practical, reliable, consistent and tenacious, providing good teamwork to all we support.
- To provide services that are flexible, tailored uniquely to each individual's needs to actively encourage service user involvement to continually improve.

## What people told us

The inspector visited people in their homes and two inspectors met with a group of service users who live at West Bridge Mill. The inspector also spoke with relatives and attended a music group run at the service which was well attended by service users. We also looked at comment made in the returned care standard questionnaires.

Comments included:

- 'Staff always friendly helpful and there when needed - 10/10'
- 'The service provided to my relative is second to none. I can't tell how much the support has helped them and I am not sure if they would still be here without the support and care that they have been given. Absolutely first class.'
- 'I feel that I get good support from Link Living'
- 'They have really helped me get my benefits sorted and with budgeting. I am hoping to get my own place soon.'
- 'They listened when I was having problems with other tenants and now I am really happy in my accommodation.'

- 'The service is excellent. Link Living provide excellent service - they have helped me so much.'
- 'It has made such a difference to my life and my relative's life knowing that we have support coming in. It has really helped and they are so caring and supportive.'
- 'This is my first time at the music group. I wasn't sure about coming here but I think it is good to come out and try new things. My support worker encourages me to get out of the house as I find it hard meeting new people and sometimes get scared going out on my own.'
- 'The service is really good. My support worker and me plan things and we get out and about for meals and walks.'
- 'I don't keep that good health but the support from Link Living has really helped and I have been going to the gym and trying to eat a bit more healthily. I get involved in my support plan as it is on their laptops which they bring and we run through it and discuss what is going well and any appointments we need to plan.'

The inspector also gathered feedback from involved agencies. Comments were made as follows:

- 'The quality of the service us very good and appropriate referrals are made. Staff are of a professional standard and treat information confidentially and are non judgemental in their approach. This helps to provide people with a holistic package of care through good communication between us all.'
- 'The quality of the service has been of a high standard. My client developed trust with a small team of support workers who worked effectively to support them through a multi agency approach. The staff were very good at highlighting concerns if my client's mental health was declining in any way. In my opinion the support provided reduced the amount of hospital admissions.'
- 'My experience of Link Living is that their communication skills are excellent and I receive accurate information regarding each individual client. I find the staff and management knowledgeable and helpful and have a good working relationship with them.'

## Self assessment

We received a fully completed self-assessment document from the service provider. We were satisfied with the way the service provider had completed this and with the relevant information they had given us.

The service provider identified what they thought they did well, some areas for improvement and changes they planned.

## From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of staffing	not assessed
Quality of management and leadership	5 - Very Good

## What the service does well

The service provides a high quality of individualised support tailored to the health and social support needs of the people they support.

Staff were flexible in their approach and involved service users in planning their support. We received very positive feedback from people we consulted about the quality of the service.

Staff received regular training linked to the needs of the people supported and were familiar with adult support and protection guidelines.

Staff we consulted were dedicated to the people they supported and had a sound value base, treating people with dignity and valuing diversity.

There were well developed service user involvement systems with opportunities to be involved in staff recruitment and at board of director level. The service had strong quality assurance systems to gain feedback about the quality of the service and monitor the quality of support provided. The service linked people to resources such as addictions services; mental health specialists; housing and benefits advisors.

Service users were informed about their rights, including how to make complaints about any aspect of their support.

The service was committed to continuous improvement and improving the outcomes for people supported.

## What the service could do better

The service had been affected by staff shortages. The level of service provided had increased. The operations director was reviewing the management structure and the areas staff were deployed in (see recommendation 1).

Further staff training and support was required so that all staff were confident in using the computerised support planning and recording systems. (recommendation 2).

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 2

1. We recommend that there is a review of current management and staffing arrangements to ensure all managers and staff have sufficient time to carry out their job roles.

NCS 3.1. Housing Support Services – Management and Staffing Arrangements.

2. We recommend that staff receive further training in using the technology introduced for computerised support planning, risk assessment and recording.

NCS 3.6 Housing Support Services – Management and Staffing Arrangements.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Inspection and grading history

Date	Type	Gradings
29 May 2015	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
29 May 2014	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 5 - Very good Management and leadership 4 - Good
19 Dec 2013	Announced (short notice)	Care and support 2 - Weak Environment Not assessed Staffing 4 - Good Management and leadership 2 - Weak
26 Oct 2012	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 3 - Adequate
28 Jun 2010	Announced	Care and support 4 - Good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
17 Aug 2009	Announced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 5 - Very good
18 Sep 2008	Announced	Care and support 4 - Good

Date	Type	Gradings	
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	4 - Good

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