

## Dunedin Harbour Hostel Housing Support Service

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Type of inspection: Unannounced  
Inspection completed on: 16 May 2017

**Service provided by:**  
Dunedin Canmore Housing Limited

**Service provider number:**  
SP2004004483

**Care service number:**  
CS2007144114

## About the service

Dunedin Harbour Hostel provides housing support to people who are homeless. They provide support in temporary accommodation and have developed a range of positive pathways to support people to move on, including self-contained flats within the service and transition flats dispersed from the service. At the time of our inspection around 30 people were living in the hostel, six in the supported flats and 10 in the transition flats.

The service aims to work in supporting homeless people with a range of needs relating to their resettlement, including housing, health and addiction.

## What people told us

Eight people returned care standard questionnaires. They all agreed, six of the eight strongly agreeing, that they were happy with the quality of support. Comments included;

- "Great staff, gives you a good start to life".
- "I really rate Dunedin. 5 stars as it's a great hostel."
- "I feel that the service here has helped me no end and I'm lucky. In fact very helpful and I have come up leaps and bounds since being aware of the support."

We spoke to three people during our visit. They were all very happy with the service, spoke highly of the staff and told us about the positive difference the service had made in their lives. One person told us that all the support you need and want is there, but you have to want to use it.

## Self assessment

We are not asking services to submit a self-assessment for this inspection year. Instead, we will ask services for their improvement or development plan and discuss any improvements they may have made or intend to make since the last inspection.

## From this inspection we graded this service as:

<b>Quality of care and support</b>	6 - Excellent
<b>Quality of staffing</b>	not assessed
<b>Quality of management and leadership</b>	6 - Excellent

## What the service does well

Most people achieved positive outcomes from using the service. They took the next step to permanent housing, moved to a permanent tenancy, reduced their alcohol and drug use and improved their mental and physical health. The service had introduced the "Outcomes Star" to further improve people's control of their support. Everyone was very positive about how this helped the person decide what changes they needed and wanted to make, what they could do to make those changes and what support they needed.

People felt very confident in project staff. They found them knowledgeable, experienced, approachable, available

and respectful. They said:

- "The staff are so respectful. They help you with anything and I am happy with the service. I get all the help I need."
- "The staff are brilliant. It has a high standard of care."

Staff were excellent at getting alongside people so they could use other services. They were very good at judging the level of support the person needed. Welfare rights advice, narcotics anonymous and a recovery group were available in the hostel. People were encouraged to get involved in activities to improve their health like going to the gym, cycling, football, relaxation and massage. One person said, "I moved into Dunedin about a month ago. I've been to football and had ladies nights. They've got movie nights. They make sure their service users aren't bored/depressed."

People benefited from experienced managers who encouraged strong leadership. They'd built a confident team who worked well together. Staff felt valued, listened to and well supported. They had interesting and relevant learning opportunities. They'd worked hard to develop reflective practice discussions. "Overall the service provides excellent support to its residents and to the staff".

People had been actively involved in developing the service; updating the service information pack and changing the visitor policy. The service was making sure people had a say in policies that affected them. People would be asked to give feedback about staff supporting them, to be used in performance review. People who had moved on were getting involved in gathering people's views about the service. Managers dealt with any concerns people had about their service.

The service was always working to improve, using internal and external audits well. They'd;

- worked together to develop an improvement plan, with everyone taking responsibility in leading areas for improvement
- replaced the "warnings" system with positive behaviour plans, supporting people to change behaviours to help them maintain their temporary accommodation and sustain a permanent home in future
- improved the environment, reducing barriers for people accessing support
- developed positive pathways, creating a range of supported move on options by adding transition flats to the local supported flats available.

## What the service could do better

People could feel better supported during the move to a permanent tenancy if the service developed a more structured approach.

People could feel more confident that the service is continuing to improve if they review their improvement plan, celebrate their successes and plan for the future. We suggested using the five key areas of psychologically informed services more formally to help structure improvement planning.

## 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](http://www.careinspectorate.com).

## Inspection and grading history

Date	Type	Gradings
24 Jun 2015	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing 5 - Very good Management and leadership 6 - Excellent
10 Jul 2013	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
18 Sep 2012	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
16 Dec 2009	Announced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good

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