

# FIRST Support Service

3 South Fergus Place  
Kirkcaldy  
KY1 1YA

Telephone: 01592 585960

Type of inspection: Unannounced  
Inspection completed on: 19 August 2016

**Service provided by:**  
FIRST

**Service provider number:**  
SP2004006685

**Care service number:**  
CS2004073480

## About the service

FIRST has been registered since 2006 as a support service. FIRST is registered to offer support to a maximum of 260 service users with alcohol or substance misuse issues at any one time. FIRST stands for Fife Intensive Rehabilitation and Substance Misuse Team.

FIRST provides a wide community based rehabilitation service to individuals with substance misuse problems via one to one, group and volunteer support. The service's main premises is situated in Kirkcaldy and there are two further smaller bases in Dunfermline and Glenrothes. FIRST aims to assist people to reduce their drug or alcohol use (including being drug free or abstinent) and improve their health and wellbeing.

## What people told us

Seventeen clients of the service returned completed Care Standards Questionnaires (CSQs) to us before our inspection visit. We spoke to seven clients on a one to one basis during our visit and attended a group meeting with clients, too. The feedback we got on the service was really positive. Staff members were praised and people told us about the big difference to their lives engaging with the service had made. Clients said the staff members cared, were non judgemental and helped them to make decisions to improve their situations.

## Self assessment

The Care Inspectorate received a fully completed self assessment from the service provider.

The service provider gave very good examples of what it thought the service did well and improvement and changes made in key areas. It identified further areas it planned developments and improvements in.

## From this inspection we graded this service as:

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

## What the service does well

We found that the service provided support that helped people turn their lives around. We spoke to clients of the service who emphasised to us that they were in very difficult circumstances when they first came along to the service but through engaging with the support they'd found ways to address their drug or alcohol misuse.

Staff members were able to offer support in ways that people found very beneficial. Many clients said that it was crucial to them that they didn't feel judged or pressurised when getting support and that this was understood by their worker. Clients said they had built up trust in their worker and that their worker came across as genuinely caring and interested in them as individuals.

We found the service understood the complexity of the situations of the people they supported. Staff received training and support and this enabled them to have in depth discussions with clients about their drug or alcohol

use. The staff were kept up to date with relevant knowledge such as trauma informed practice or groupwork for people with substance misuse. As a result clients were given options, advice and suggestions which helped them make progress with their recovery.

All clients had an allocated worker who they met with regularly. The one to one support involved in depth discussion about the challenges a client faced and we saw excellent evidence of the service holding reviews and update meetings with a client; checking with the person that the support was making the desired difference to them.

The service collaborated with other agencies very effectively. Staff members knew when to look to involve another agency to assist a client. We saw this, for instance, when it was thought a client needed expert psychology or counselling support. The staff team also had knowledge of other agencies and opportunities such as housing providers, the benefits agency and groups such as SMART recovery. We saw examples of where clients felt more settled or reassured due to the excellent advice a staff member was able to give.

The service had very robust management oversight and a professional admin team. This meant the service's activities were well organised and clients experienced an organised and professional support service. The whole service team were reported to be very welcoming and clients felt more relaxed visiting or communicating with the service.

We found the service manager to be very forward thinking and open to new ideas that could add to what the service offered in rehabilitation support. Staff members had opportunities to take the lead in groups, learning initiatives or other activities. They came across as enjoying their support work and had a lot of enthusiasm. Clients could see this, too, and this encouraged and motivated them.

## What the service could do better

We thought the service was doing really well and that it was very able to reflect on and examine its own support activities and think about what improvements or changes could be made. At feedback we had some general discussion with the manager about some areas of practice that could be explored.

One was how some more person centred information could be recorded in client's files. The service worked in very person centred ways but at times we found the information in clients' files could be improved with more detail. This could help as it would give a fuller picture of the person and say was particularly important or relevant to a client.

We also discussed with the service manager the ways the clients could provide information on a worker's practice and how this could be used to inform a worker's learning needs or annual appraisal. Again this was a general discussion about something we thought could be looked into more as making the most out of clients feedback to improve staff members' practice is seen as good practice.

## 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								
4 Sep 2013	Announced (short notice)	<table> <tr> <td>Care and support</td> <td>6 - Excellent</td> </tr> <tr> <td>Environment</td> <td>6 - Excellent</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	6 - Excellent	Staffing	6 - Excellent	Management and leadership	6 - Excellent
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1 Sep 2010	Announced	<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>5 - Very good</td> </tr> <tr> <td>Management and leadership</td> <td>Not assessed</td> </tr> </table>	Care and support	6 - Excellent	Environment	Not assessed	Staffing	5 - Very good	Management and leadership	Not assessed
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