

## Turning Point Scotland Aberdeenshire Housing Support

“I feel cared about and not  
worthless”

“The support has given me  
my self respect back and  
I’ve started working with  
a few agencies and  
drastically reduced my drug  
use and now have more  
personal belongings”

Turning Point Scotland Aberdeenshire  
Housing Support: Provides a supported  
housing service to people who are  
homeless and experience problematic  
drug or alcohol use. The service has  
four single and three shared, furnished,  
flats accommodating 10 residents  
in total.

Making Services Fit People

### Contact

Turning Point Scotland  
Aberdeenshire Housing Support  
63 Moray Road  
Fraserburgh  
Aberdeenshire  
AB43 9Q  
T 01346 512056  
E [AberdeenshireHousingSupport@turningpointscotland.com](mailto:AberdeenshireHousingSupport@turningpointscotland.com)  
W [www.turningpointscotland.com](http://www.turningpointscotland.com)

We provide person centred support to adults with a range  
of complex needs throughout Aberdeenshire.

Turning Point Scotland’s range of support includes:

Care at home  
Residential care  
Housing support  
Crisis intervention  
Community rehab  
Social enterprise

Turning Point Scotland  
54 Govan Road  
Glasgow  
G51 1JL  
T 0141 427 8200  
F 0141 427 8201  
E [info@turningpointscotland.com](mailto:info@turningpointscotland.com)  
W [www.turningpointscotland.com](http://www.turningpointscotland.com)

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[www.facebook.com/turningpointscotland](http://www.facebook.com/turningpointscotland)

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Turning Point Scotland  
Aberdeenshire  
Housing Support

designed and produced by Michael Dancer / 0141 424 0401



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**Staff offer a wide range of support including:** budgeting, health, maintaining a flat, personal safety, accessing other supporting agencies, forming and sustaining relationships and increasing support networks, developing personal resources and life skills, dealing with stressors and conflict, identifying interests and aspirations, accessing further education or work opportunities, securing more permanent accommodation and planning for the future. The service is provided seven days a week with sleep-in cover at night. The staff team consists of a Service Manager, Service Co-ordinator, two Practitioners, six Support Workers and an Admin staff. Our practice is underpinned by the Scottish Social Services Council, 'Codes of Conduct' and the Care Inspectorate.

We aim to support and sustain people who are experiencing chaos in their lives through homelessness and substance use; enabling them to develop the personal resources necessary to maintain their own homes in the future.

#### **Objectives:**

- *To be an open and accountable service.*
- *To achieve high standards of professional practice, properly evaluated.*
- *To be adaptable and innovative in response to need.*
- *To place primary focus on the well-being, development and aspirations of all people with whom we work, paying full respect to their individuality, integrity, humanity and wishes.*
- *To encourage residents to be fully involved in all aspects of the service which affect them, within the boundaries of safety and good practice; balancing rights with responsibilities.*
- *To work with residents to strengthen self-esteem and resilience.*
- *To understand the causal factors of social and economic deprivation and exclusion.*
- *To identify the factors that impact on resident's drug or alcohol use and to work with them to look at the effects of this on their lives.*
- *To enable residents to establish coping mechanisms, identifying risky situations and triggers.*
- *To explore resident's interests and talents so that other sources of pleasure and fulfilment can be found without reliance on substances.*

#### **Referrals:**

Aberdeenshire Housing Department are the main referrers to Turning Point Scotland.

#### **Aberdeenshire Housing Support:**

They assess a person's homeless status. When a referral is received, the person wishing to access our service will be invited to visit the service for an initial assessment and will be given information about Turning Point Scotland Aberdeenshire Housing Support and an opportunity to ask questions or express concerns.

#### **Moving in:**

New residents will receive a 'welcome pack' and will be introduced to staff and co-residents. The terms of the occupancy and support agreements are explained to them.

#### **Plan of support and reviews:**

Support plans are developed in partnership with residents and caseworkers to ensure they are responsive to the individual's developing needs, aspirations and progress. An initial review takes place six weeks after moving in, followed by three monthly reviews.

#### **Moving on from Turning Point Scotland Aberdeenshire Housing Support:**

Whenever possible residents will move out of the service on a planned basis and we will work in partnership with them and other agencies to enable a smooth transition with tapered support.