Inspection report

Scottish Association for Mental Health Crisis Support - Care at Home
Support Service
26 Roxburgh Street
Galashiels  TD1 1PB

Inspected by: Beryl Hogg
(Care Commission Officer)

Type of inspection: Announced

Inspection completed on: 20 November 2007
Service Number: CS2005109462

Service name: Scottish Association for Mental Health Crisis Support - Care at Home

Service address:
26 Roxburgh Street
Galashiels TD1 1PB

Provider Number: SP2003000180

Provider Name: Scottish Association For Mental Health

Inspected By:
Beryl Hogg
Care Commission Officer

Inspection Type: Announced

Inspection Completed: 20 November 2007

Period since last inspection: 13 months

Local Office Address:
Stuart House
Eskmills
Musselburgh
EH21 7PB
Introduction
The Crisis Support service is provided by the Scottish Association for Mental Health and was registered with the Care Commission on 1 of November 2005. The service is a pilot scheme funded by the Scottish Executive and by the Scottish Borders Council to give additional support to people experiencing a mental health crisis. The service was originally set up alongside a new National Health Service Psychiatric Emergency Crisis (PECS NHS) and referrals to the Scottish Association for Mental Health Crisis service came directly from them. Both services working in partnership to support service users. Agreement was reached to extend the remit of the service to provide support for people also experiencing a social crisis. Referrals are made by over thirty different local services including statutory, voluntary and community organisations who feel that a service user could benefit from short term, intensive support.
The staff are available between 9am and 10pm seven days a week, 365 days a year. Support can be provided by telephone or in a service user's own home/environment. A package of support is discussed and agreed on an individual basis with an identified key worker. The package of support will be agreed for a period of time and will be reviewed at an agreed point in time by the service user and their key worker.
Support is focussed on the particular crisis being experienced by the individual and will look at short term interventions to promote recovery and empowerment, including crisis relapse prevention planning.
There are proposals presently being discussed to amalgamate the service with PECS NHS. It is proposed that the two services will be joint coordinated, to facilitate closer integration of the assessment and care delivery.
The Scottish Association for Mental Health as a national organisation aspires to be the leading provider of best practice services to those individuals with mental health and related difficulties in communities throughout Scotland and to be a major strategic influence in the mental health field.

Basis of Report
This inspection was announced and carried out by Beryl Hogg, Care Commission Officer, on 20 November 2007.

Before the Inspection
The Annual Return
The service submitted a completed Annual Return as requested by the Care Commission.

The Self-Evaluation Form
The service is in the process of completing a self-evaluation form as requested by the Care Commission.

Views of service users
Regulation Support Assessment
This service was inspected after a Regulation Support Assessment (RSA) was carried out to determine the intensity of inspection necessary. The RSA is an assessment undertaken by the Care Commission Officer (CCO) which considers: complaints activity, changes in the provision of the service, nature of notifications made to the Care Commission by the service (such as absence of a manager) and action taken upon requirements. The CCO will also have considered how the service responded to situations and issues as part of the RSA. This
assessment resulted in this service receiving a low RSA score and so a low intensity inspection was required as a result. The inspection was then based upon the inspection focus area Protecting People and follow up on any recommendations and requirements from previous inspections, complaints or other regulatory activity.

During the inspection process

Staff at inspection
Beryl Hogg Care Commission Officer
The Manager
2 Support Workers

Evidence
The Officer reviewed the following areas during the course of the inspection:
Personal plans
Training plan and staff records
A selection of policies and procedures relating to the inspection focus area
Records of Staff Meetings
Review of Quality Assurance questionnaires.
Review if the content of 5 staff questionnaires

The Officer took all the above into account and referred to the Regulation of Care (Scotland) Regulations 2002 during the Inspection.

Inspection Focus Areas Protecting People, Quality Assurance and associated National Care Standards for 2007/08 were considered.

Fire Safety Issues
The Fire (Scotland) Act 2005 introduced new regulatory arrangements in respect of fire safety, on 1 October 2006. In terms of those arrangements, responsibility for enforcing the statutory provisions in relation to fire safety now lies with the Fire and Rescue service for the area in which a care service is located. Accordingly, the Care Commission will no longer report on matters of fire safety as part of its regulatory function, but, where significant fire safety issues become apparent, will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Further advice on your responsibilities is available at www.infoscotland.com/firelaw

Action taken on requirements in last Inspection Report
There were no requirements in the previous report.

Comments on Self-Evaluation
This is in the process of being completed.

View of Service Users
There were no service users available to speak with at the visit. Views were ascertained at this visit through the service's quality assurance system. From 1 April 2007 33 service users had completed an evaluation form at the end of their contact with the service. 1 respondent rated the service as excellent, 27 rated the service as good, and 5 as OK. Service users
commented positively about the support they received and indicated that the support either had helped the transition from hospital or had prevented a hospital admission. Particularly positive comments were given about the quality of support offered by the staff.

View of Carers
There were no carers spoken with at this visit.
Regulations / Principles

Regulation:

Strengths

Areas for Development

National Care Standards

National Care Standard Number 4: Care at Home - Management and Staffing

Strengths

Policies and procedures were in place that covered legal requirements.

Service users’ personal plans and/or risk assessments were seen to be revised/updated, where appropriate.

A system to record of complaints, compliments and concerns was maintained.

Staff practice was discussed, monitored and developed through individual daily hand-over reports, supervision, staff team meetings and annual staff appraisal.

The Scottish Association for Mental Health is committed to staff training as an organisation. Individual training needs were discussed through supervision and team meetings and individual staff records were maintained of continuous professional development. Mandatory training included Adult Protection and Child Protection, and First Aid. A variety of relevant training had been undertaken. Other courses were available. Specific training could be organised for staff according to the needs of service users. Staff confirmed that they felt that there were good training opportunities. Staff were working towards qualifications which would enable them to register with the Scottish Social Services Council (SSSC).

All staff received copies of the SSSC Codes of Practice.

All staff carry identity cards.

Staff spoke enthusiastically about the working in the service and felt supported in their day to day work. They felt that they worked well as a team and the manager was described as being supportive and approachable.

The staff were noted to be committed to the welfare of the service users and this was supported by comments recorded by them.

There was a policy in place regarding equal opportunities and staff were trained in and practised anti-discriminatory and anti-harassment policies and procedures.
There was a quality assurance policy in place and the service were actively engaging service users in the process.

Staff were observed to be confident in their role.

There was a whistle blowing policy in place which staff were aware of.

There was a Child Protection policy in place. Relevant contact numbers were available. Staff were aware of the issues and principles.

There was a policy available on restraint. Staff had received training in restraint.

The Manager and staff spoken with were aware of the issues / risks associated with restraint.

The Service had a policy on Adult Abuse. Interagency Guidelines were available regarding the Protection of Vulnerable Adults.

Copies of “Rights, Risks and Limits to Freedom” - Mental Welfare Commission Best Practice Guidelines and “Safe to Wander” Mental Welfare Commission were available and staff were aware of the issues and principles.

Standard is Met

Areas for Development

The issue of updating staff training on restraint was discussed and it was agreed that this would be progressed. It is advised that this will be reviewed at the next inspection.
Enforcement

There has been no enforcement action against this service since the last inspection.

Other Information

Requirements
There are no requirements in this report.

Recommendations
There are no recommendations in this report.

Beryl Hogg
Care Commission Officer