

West Lothian Support Services Housing Support Service

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Type of inspection: Announced (short notice)
Inspection completed on: 9 June 2017

Service provided by:
Scottish Association For Mental Health

Service provider number:
SP2003000180

Care service number:
CS2013317898

About the service

Scottish Association for Mental Health (SAMH) is an established organisation which has offered care in the community since the mid-eighties. The service supports over 100 service users in West Lothian. The manager of the service and the staff team are based in Bathgate.

The aims and objectives of the organisation include:

'To enable people to remain in their own homes and to exercise maximum choice and achieve optimum independence whilst ensuring that support needs are met'.

'Dedicated to mental health and well-being for all'.

'Everyone has a right to dignity, respect, equality, hope choice and personal fulfilment'.

What people told us

We spoke with several people who used the service during the inspection.

They told us the following:

'I feel that it is an excellent service and fully takes care and interest in our needs'.

'SAMH has helped us through some rough times and helped us mentally and emotionally. The service has made a positive impact on our life'.

'I feel the support has benefitted me, as I have not been hospitalised since my support services'.

'My support worker gives me a sense of security and keeping well, which enables us to live independently'.

'Staff treat me well.'

'Don't know where I would be without the support of SAMH'.

'It is an excellent service'.

'I wouldn't get out the house if it wasn't for the support'.

'The service has made a big difference to my life, I am now able to think things through'.

'I wouldn't be here if it hadn't been for SAMH. It is an outstanding service'.

'It's a made a big difference to me helped me raise my self-worth'.

'Helped me loads I can't do without them now'.

'When they first visited me I had never been over the door for a very long time and was scared to go out now I can go out no worries so they have been a tremendous support to me. I could not do without them now'.

'Yes I do as they are a great support to me they never talk over or down to me so very respectful. I would be lost without my support worker'.

'We are blessed with the support worker that visits us and of course they treat us with respect but this goes 2 ways'.

'Very good workers, great listeners and support to me can't fault them'.

Self assessment

Self-assessments have not been requested for this inspection year.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

What the service does well

West Lothian Support services uses the recovery approach to support people with mental health issues to live independently in the community. The quality of the support provided was excellent. Staff were person-centred ensuring that the person was fully involved in their support planning and what they were supported with on each visit. There were numerous examples of people being supported to achieve their personal outcomes. People had improved mental health, were more confident and taking more responsibility, developing their life skills and being active in their local community. All the service users we spoke with, spoke highly of the support provided.

As well as the one to one support, the service also offered people the opportunity to do a Tools for Living course. It involves a series of modules covering personal development, personal resilience and personal progression. The people we met who were doing the modules had benefited from them.

The support was provided by a dedicated and well-trained staff team who were committed to providing a quality service. People were mainly supported by the same person to ensure consistency and develop positive relationships. Staff felt well supported by their manager and colleagues. The people who used the service spoke highly of the staff.

What the service could do better

The service is in the process of piloting a new outcomes focussed support plan and review process. This should improve the quality of the paperwork even further and provide more evidence of how the service is supporting people to achieve their personal outcomes. This will be followed up at the next inspection.

Not all the risk assessments were being reviewed at least once every six months. While recognising that the service are very aware of any risks involved, the service should ensure that all risk assessments are formally reviewed in conjunction with the support plan.

The service had worked with staff regarding improving their reflection and staff were working on the SSSC's Step into Leadership programme. Although there was evidence of reflection in supervision and appraisal records, the quality of some of it could be improved further. The service should look to develop the staff's leadership skills after they have completed the Step into Leadership programme, by making leadership values as permanent item in supervision and team meetings.

At the last inspection, it was highlighted that SAMH as an organisation had put a hold on the service collecting 360 degree feedback to feed into staff supervision and appraisal. The service is looking at what the best method of obtaining this feedback and progress will be followed-up at the next inspection.

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.

Inspection and grading history

Date	Type	Gradings	
30 Jun 2016	Announced (short notice)	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed Not assessed 5 - Very good
2 Jul 2015	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good
19 Aug 2014	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good

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