

Positive Steps Housing Support Service

3 Aldermoor Avenue
Edinburgh
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Telephone: 0131 441 9966

Type of inspection: Announced (short notice)
Inspection completed on: 20 February 2017

Service provided by:
City of Edinburgh Council

Service provider number:
SP2003002576

Care service number:
CS2004069206

About the service

The Care Inspectorate regulates care services in Scotland. Before 1 April 2011 this function was carried out by the Care Commission. Information in relation to all care services is available on our website at www.scswis.com

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Positive Steps provide a housing support / care at home service to adults with mental health problems.

Over the last year the service has changed and now supports people either to avert hospital admissions or to minimise the length of stay in a hospital ward if possible. They now work in the hospital and have established themselves with their health colleagues in the ward setting.

The service provides a individualised and supportive short-term intervention to adults with mental health problems at very difficult times in their lives

The aim of the service is to:

"provide support, assistance, advice and promote the recovery of people who are experiencing, or have experienced difficulties associated with their mental health, with a view to enabling them to live independently in the community. "

At the time of this inspection fourteen people were using the service.

What people told us

During the inspection we received two questionnaires and spoke to three people receiving a service and their comments were as follows:

'Great service, great team ... have been with me from day one'

'Although communication at times has not been as good as it could have been the support staff have helped me stay in my house and not return to hospital'

' I am now mixing with people you would not believe the confidence that the support workers have given me'

'The weekly plan was helpful for me'

The support and dedication was beyond the call of duty'

'All staff were very good at listening, very supportive and non-judgemental - overall a great service'

If I didn't have their support I would definitely have ended up back in hospital'

and

'The Positive Steps team have given me my life back'

Self assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

We received a fully completed self assessment document from the service provider. We were satisfied with the way the service provider had completed this and with the relevant information they had given us for each of the headings that we grade them under. The service provider identified what they thought they did well and some areas for development. We noted that some of their areas for development had already been achieved.

From this inspection we graded this service as:

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

What the service does well

It provides short-term intensive support to people at a time of acute mental health working closely with health service staff and community supports.

Positive Steps takes a recovery focus, is person centred and needs led in its approach to supporting people.

The service has all the necessary information in individual support plans (Living Safe and Well Plans) which have an emphasis on people's outcomes. These are laid out in a clear and consistent manner. They have reviewed their referral and risk assessment process which was seen to be comprehensive in its content.

Good support and training is provided to all staff members and records of these are kept by the service. The support includes informal, one-to-one and group supervision time.

There is a well-developed induction and support for new staff members and then on going training that all staff. This is recorded and monitored to ensure it is up-to-date.

What the service could do better

Coordinators were carrying out a lot of support sessions at the time of the inspection due to staff shortages. Recruitment to these vacancies was being progressed at the time of the inspection. This had been affected by the providers reorganisation / staffing changes which were due to be completed in the near future.

Staff changes and structure and linking with another existing service brings challenges but also opportunities to enhance the service as a whole and this requires to be managed carefully.

The service has acknowledge a complaint from a service users where their communication should have been better and looked to improve on this. This was also mentioned by one of the service users that in their view this could have been better.

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	
16 Mar 2016	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good
5 Nov 2014	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 5 - Very good 5 - Very good
1 Nov 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 4 - Good 4 - Good
22 Aug 2012	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 4 - Good 4 - Good
25 Feb 2011	Announced	Care and support Environment	5 - Very good Not assessed

Date	Type	Gradings	
		Staffing Management and leadership	Not assessed 4 - Good
12 Oct 2009	Announced	Care and support Environment Staffing Management and leadership	3 - Adequate Not assessed 4 - Good 3 - Adequate
21 Nov 2008	Announced	Care and support Environment Staffing Management and leadership	3 - Adequate Not assessed 4 - Good 4 - Good

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