

# Enable Scotland (Leading the Way) Edinburgh and West Lothian Housing Support Service

Birch House  
Bankhead Crossway South  
Edinburgh  
EH11 4EP

Telephone: 0131 453 3186

Type of inspection: Unannounced  
Inspection completed on: 5 July 2017

**Service provided by:**  
Enable Scotland (Leading the Way)

**Service provider number:**  
SP2003002584

**Care service number:**  
CS2004061916

## About the service

Enable Scotland (Leading the Way) - Edinburgh and West Lothian provides housing support to people with a learning disability living in Edinburgh and West Lothian. They work with each person to deliver the support they need and want to maintain their own home. Each person has a team of personal assistants supporting them, ranging from a few hours per week to 24/7 support. The service is based in an office in the West of Edinburgh and is managed by the service manager and five team facilitators.

Enable Scotland's vision is for "an equal society for every person who has a learning disability". The aims and objectives for the service says that it aims to "support you to gain independence and achieve your personal goals" and "to provide a skilled, effective and well organised support team".

## What people told us

People were very happy with the support they got to maintain their home. We visited three people in their own home. It was clear they were very happy there and relaxed with the staff supporting them. They had a very comfortable, homely, safe and secure home. Another person we met had recently moved into their new home and were happy their support was helping them settle and manage with this. One relative commented, "The support workers have a very caring and positive attitude and show a great enthusiasm for the job".

## Self assessment

We are not asking services to submit a self-assessment for this inspection year. Instead, we will ask services for their improvement or development plan and discuss any improvements they may have made or intend to make since the last inspection. The service had development plans in place and we discussed how they might format their plans to include all the improvement work they were undertaking.

## From this inspection we graded this service as:

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

## What the service does well

People were very involved in decisions about their support and felt they got high quality support that was right for them. The service worked with each person and people important to them to plan and review their service. Everyone could be involved in choosing their Personal Assistants in a way that worked for them.

The service used a personal outcomes approach very well to help people achieve things they wanted to safely. People were moving to their own home, living in a safe, comfortable and well cared for home and paying bills and rent to sustain their home. The service had worked hard with someone so they didn't abandon their tenancy and become homeless, a big achievement for them. They have been excellent at recognising potential harm, working with other services to keep the person safe, while maintaining as much control in their life as possible.

People felt very confident in staff supporting them. They said staff treated them with respect and had the skills

needed to support them.

- "All my staff are really good. I've settled into my flat".

Staff saw people's strengths, treated them as individuals and respected their choices. Support teams worked well together, with the person and their family part of the team. The service had very good systems to support staff's practice and development, including:

- safer recruitment and induction
- regular 1:1 supervision meetings and annual Inspire performance review and development planning
- a range of training and development opportunities.

One personal assistant said, "Speaking as a team member working at (address), I can honestly say I and my team members take pride in the house we work in, in the individual support we provide for (names) and the way we work together. The respect we show each other helps make a feel good for the whole house. Training is always provided and support is always there if and when needed".

The service had thorough checks to make sure they completed all management activities to deliver a high quality service. They monitored incidents and complaints to identify where improvements may be needed. The managers were very committed to continuous improvement. They'd identified three focus areas for development:

- Purposeful support and natural support
- Communication and feedback
- Personal Assistant development.

They'd already made progress, such as the first community circles event and revamped newsletter. Some PAs had achieved a team leader qualification and more were getting involved in leading various developments. The service had recently had service strategy events, co-facilitated with people the service supports. Lots of very good ideas had come from PAs and they were getting involved in putting together development plans. Managers were considering how the plans could be shared with supported people so they could add their ideas.

## What the service could do better

The service is developing transitional support for young people moving from their family home to their own tenancy. This is a new initiative for them. They are developing ways of working with each person and their family to make sure the transition is successful for everyone involved.

The service plans to work with all PAs on their individual development plan. They could use the Looking Forward part of the Inspire process to help with this, focusing on the PA's future career plans rather than just the outcomes for people they support or team facilitator promotion.

## 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	
26 Aug 2015	Unannounced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	6 - Excellent
		Management and leadership	6 - Excellent
3 Sep 2014	Announced (short notice)	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	6 - Excellent
		Management and leadership	6 - Excellent
3 Oct 2013	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
26 Nov 2012	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	5 - Very good
3 Apr 2012	Unannounced	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	3 - Adequate
6 Dec 2011	Unannounced	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	1 - Unsatisfactory
4 Oct 2011	Unannounced	Care and support	3 - Adequate

Date	Type	Gradings	
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	1 - Unsatisfactory
24 Aug 2011	Unannounced	Care and support	2 - Weak
		Environment	Not assessed
		Staffing	2 - Weak
		Management and leadership	2 - Weak
2 Jun 2011	Unannounced	Care and support	2 - Weak
		Environment	Not assessed
		Staffing	2 - Weak
		Management and leadership	1 - Unsatisfactory
26 Aug 2010	Announced	Care and support	2 - Weak
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	2 - Weak
2 Sep 2009	Announced	Care and support	2 - Weak
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
7 Oct 2008	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good

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Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

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