

Perth Specialist Mental Health Outreach Service Housing Support Service

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Type of inspection: Unannounced
Inspection completed on: 12 December 2017

Service provided by:
Scottish Association For Mental Health

Service provider number:
SP2003000180

Care service number:
CS2013319875

About the service

This service has been registered since 2014.

Perth Specialist Mental Health Outreach Service is a housing support and support service (care at home) with an office base in Perth. The service is provided by the Scottish Association for Mental Health (SAMH).

The service covers the Perth and Kinross area. The service states it 'offers social and emotional support and practical assistance to people who use the service to enable them to live as independently as possible in their own homes and maximise their quality of life'.

SAMH is a national organisation and their core values state:

'Our values underpin everything we do. We believe that everyone has the right to be treated with dignity, respect and equality. We believe that everyone is entitled to hope and choice and to achieve personal fulfilment'.

What people told us

We spoke to a number of people who received support and also received feedback through questionnaires. Across the board we got positive comments about the service.

People said how with the service's support they'd made real progress with managing concerns they had. People particularly appreciated the ease with which they could talk to staff members and the helpful discussions they had with them.

Self assessment

We did not request a self-assessment this year. During inspection we looked at the service development and improvement plan.

From this inspection we graded this service as:

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

What the service does well

The staff members were very good at building positive, trusting relationships with people. People reported that staff were friendly and respectful when discussing matters with them. They'd offer suggestions and sensible advice in a relaxed and professional way. People told us that the way staff came across to them was very important as it enabled them to talk openly about their concerns and discuss ways forward.

We saw that people had regular opportunities to have a meeting to talk about their support arrangements. Basically, this meeting was to discuss whether the support was working, making a positive difference and what

changes, if any, needed to be made. People felt listened to at these meetings and that their views and wishes were respected.

The service aimed to assist people move on from or manage better challenges in their lives and people told us about examples of this happening. Some, for instance, said their confidence had improved or that they were managing finances better than before following a period of support.

The manager gained feedback on the service's provision through annual surveys and meetings with people supported. Their input aided the service to identify what it did well and what it could do better. The manager was reported as being very in touch with what the people supported were saying about the service and open to suggestions.

Support plans and other records were completed to a satisfactory standard and processes were in place for recording any risks or any other key information that would assist a person to stay safe or well. We found that co-operating and communicating with other key health or social care agencies always happened and the service was very responsive to unexpected concerns or distress someone might experience.

The service was well led, with the manager having an active and supportive presence in the service. We found she had a good overview of what's was going on for people and staff and was on hand to offer advice and guidance. This gave the staff confidence and supported the best outcomes for people. The manager expressed compassionate and respectful values and was a positive role model.

What the service could do better

We found gaps in the information in some people's support folders. We discussed with the service manager how paperwork could have been completed to a better standard by staff. Whilst the support provision was very good, seeing sufficiently detailed goals, progress notes and risk assessments in people's support information would further help people in achieving their outcomes.

Recently the manager had undertaken an audit of support file information. We thought this should have taken place sooner as the audit highlighted a number of improvements needed. Basically there was a backlog of actions to improve the file information and this will now need a concerted effort from all staff to put right. We thought that the manager was very responsible and able but this was an area of service activity that had been overlooked. At the time of the inspection visit we did not see any major negative impact on outcomes for people but over time these not being detailed and completed to a very good standard could have this effect. We emphasised that this was an area the manager really needed take clear action on.

We discussed some other managerial information around training and procedures staff needed to know. Training and procedures are some of the ways a service ensures staff members are equipped with the right knowledge, skills and approach for supporting people. Information held about staff being informed about procedures had occasional gaps – for example whilst staff would say they were aware of a certain procedure they had not signed the document (signing sheet) that was in place to confirm this.

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 Nov 2016	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
18 Jan 2016	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
10 Feb 2015	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	4 - Good

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