

Penumbra - Western Isles Supported Living Service Housing Support Service

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Stornoway
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Telephone: 01851 706 360

Type of inspection: Announced (short notice)
Inspection completed on: 29 January 2018

Service provided by:
Penumbra

Service provider number:
SP2003002595

Care service number:
CS2004061897

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com

This service transferred its registration to Care Inspectorate on 1 April 2011.

What people told us

We obtained feedback from people with experience of using the service through both submitted questionnaires and direct contact during the inspection. People who returned questionnaires told us that :

" Overall , I am pleased with the care and support I am getting "

" They all do a good job"

" I have been with the service for a few years now and I've gone from being shut in my flat to going out into the community and have started to volunteer. This has all been with the help of the staff. They have completely changed my life for the better, so I can't thank them enough. They have also showed me I have the strength inside me to change my own life and look forward to the future".

We also spoke with 7 people using the service at the time of the inspection. People we talked with spoke highly of the support they received, and of the staff who provided their support. People gave examples of how the support they received had enabled their pathway towards recovery and improved outcomes in their lives.

Self assessment

We did not ask the service to submit a self assessment this year. We looked at some of the service's own quality assurance and service development planning documentation. These demonstrated that the service had a good focus on ensuring that they were checking the quality of their service, and continually exploring opportunities to further develop what they provided.

From this inspection we graded this service as:

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

What the service does well

We concluded that Penumbra - Western Isles Supported Living Service had continued to deliver a service that evidenced high standards in all aspects of their provision.

The manager and staff demonstrated that they retained clear focus on their organisational aims and objectives, and provided support which promoted recovery, and which enabled and supported people to achieve their potential.

Personal support plans were focussed on the personal outcomes identified by each person. Detailed and up to date supporting documentation, for example, risk assessments and progress recording were routinely in place, and clearly demonstrated service user involvement. Individuals using the service told us that while staff offered guidance and support to facilitate this process, decisions regarding the direction of the support were made by the person receiving support. We saw that the resulting plans were tailored to the needs of the person, and looked towards providing support that enabled progress towards achieving aims and objectives.

The Penumbra organisation has a range of toolkits which are used to support people to identify their personal outcomes, or to reflect and assess their progress towards their individual goals. Staff also used these tools as part of a regular review framework where they consulted with each person regarding whether the current support plan remained appropriate.

Most of the support provided by the service was on a one – one basis, where allocated workers meet with supported people, and worked flexibly towards agreed goals. People were supported to access support from other health and welfare organisations, so that they could receive the appropriate level of expertise relevant to the issue being experienced.

The service has also continued to explore other ways of providing recovery focussed support. There was a comprehensive planned programme of workshops based around various wellbeing issues. Feedback was sought regarding what topics individuals would like to include in these sessions so that they were inclusive of issues which people found relevant and meaningful to their circumstances. Some group activities have been arranged where a common interest, usually with a health or well-being focus, ie a walking group, were to be used as a shared supportive opportunity. Some other regular events have been arranged, for example, to the local cinema, to facilitate social opportunity and to support access to ordinary places. We saw that these different options enabled people to exercise choice regarding what best suited their support needs and preferences.

This service has a small and stable staff team who clearly demonstrate a continued motivation to provide a professional and supportive service. People we spoke with described a reliable and consistent service provided by staff with the appropriate skills and experience to support them towards recovery. Through speaking with the staff team, and from reviewing training and qualifications, we concluded that staff had been receiving appropriate and regular learning opportunities for skills development. We saw that this resulted in people receiving competent and knowledgeable support.

Staff were supported to develop in their role, through informal peer support as well as through a regular process of individual supervisions and team meetings. These supported staff to effectively manage their workload, to reflect on any areas of difficulty, to propose ideas or innovations, and to plan for their outstanding training needs. It was evident that all these were underpinned by a clear focus on the service aims and objectives, and a strong shared value base.

The service, and the wider Penumbra organisation have good arrangements in place to check that they are meeting standards, and providing a quality service. We saw that there had been a smooth transition to new management, and that people using the service had been kept informed of changes that were to, or had taken place.

Penumbra use a robust quality assurance framework to inform a service development plan that sets out how they will further progress, and evaluate, what they are already achieving. Service developments take into account input from people using the service and it was evident that any actions noted as requiring attention, or resulting from wider policy or legislative changes, were responsively taken forward and addressed.

It was clear to us that the health and wellbeing of people using the service remained central to all the service activity, and that the support provided was contributing better outcomes, and making a difference in individual lives.

What the service could do better

We assessed that this service were operating to a high standard, and that there was a commitment towards continuous improvement based on best practice in mental health supports.

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	
18 Feb 2016	Announced (short notice)	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
20 Mar 2014	Announced (short notice)	Care and support	6 - Excellent

Date	Type	Gradings	
		Environment Staffing Management and leadership	Not assessed 6 - Excellent 6 - Excellent
12 Mar 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 5 - Very good 6 - Excellent
5 Oct 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
24 Nov 2008	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 4 - Good

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