

# Penumbra Angus Supported Living Service Housing Support Service

Arbroath

Type of inspection: Announced (short notice)  
Inspection completed on: 9 February 2018

**Service provided by:**  
Penumbra

**Service provider number:**  
SP2003002595

**Care service number:**  
CS2015335270

## About the service

This is a new housing support and care at home service based in Arbroath covering the whole of Angus. It is closely linked to its sister project Penumbra Angus Nova. Both support people with mental health problems.

The service says this about themselves:

'Penumbra's Housing Support Service can provide support within your own home, to help you feel more confident in managing household tasks, as well as your mental health and wellbeing. Each individual can decide what support would be most helpful to them but examples of the type of support Penumbra could provide include; helping you to become more confident at household tasks, such as cooking, cleaning, shopping, managing finances (bills, budgeting), using washing machine and ironing clothes.'

## What people told us

At the time of inspection this new service only had one service user. The inspector was able to speak with them, their carer and the placing care manager in relation to the quality of the service. All agreed it was very good. Here are some of the things which were said:

- 'I am very happy with the service, they are good at listening.'
- 'The staff are polite and friendly.'
- 'They have supported me to be more confident with household skills and to get out into my community.'
- 'Always on time for appointments.'
- 'If I had any issues I have the contact details of the manager.'
- 'The review meeting was very positive, good progress on identified areas of need had been made.'
- 'The service are good communicators.'
- 'I would use them again.'

## Self assessment

A self assessment was not required to be completed at this inspection; however the service spoke about their goals and aspirations for the forthcoming year. The management team had identified some of the strengths and areas that they wanted to develop and had their own service development plan for 2017/18.

## 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	5 - Very Good

## Quality of care and support

### Findings from the inspection

The service had a very good level of care and support. They enabled service users to live as full a life as possible by supporting them to support themselves. Here are some examples of the strengths:

- Support plans used by the service were outcome focussed and person centred. There was a high level of detail in relation to assessment, specific support, risk assessments and monitoring outcomes via reviews and the outcome star tool.
- There was evidence of flexible approaches to support and of reviewing goals and re-setting them once the original goals had been achieved.
- Service users reported that they had experienced staff who were prompt, professional and approachable. Good relationships had been built.
- Service users had already developed independence skills whilst being supported and were benefitting from using their local community more widely.
- The service had a lot of experience of supporting people with mental health problems via their connection to Penumbra Angus Nova with whom this service shared staff, an office and a manager.

Although it was early days for this service their ethos and ways of supporting people with mental health problems was roundly supported by its sister project who had many years of good practice and experience to draw upon. This is why this service has achieved a grade of very good at this, its first, inspection.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## Quality of staffing

### Findings from the inspection

The staffing for this service was very good. It was clear that Penumbra as a provider gave high priority to producing and supporting compassionate and effective workers. Here are some examples of the evidence found at inspection.

- Staff recruitment was very thorough and was in line with recognised good practice around safe recruitment. PVG checks and references were verified and induction discussed with new staff member.

- People who used the service felt staff were good at helping them to achieve the things they wanted. The care manager spoken with saw staff service as high quality, proactive and flexible.
- Staff were well supported via team meetings, 1:1 supervision, lone working practice and professional development.
- There was a comprehensive suite of training given to all staff to equip them for their role in mental health support. Staff interviewed had received training in relation to: suicide, crisis management, adult protection, effective interviewing and first aid.
- Staff were aware of the new National Care Standards and what to do should they encounter a disclosure of abuse.

Staff spoken with were confident, experienced and felt that they were part of an effective team that supported them and listened to their views and ideas.

Although it was early days for this service the ethos and ways of supporting staff that the wider provider Penumbra had been using effectively here. This is why this service has achieved a grade of very good at this, its first, inspection.

Some discussion was had with the manager of the service around being able to effectively observe and monitor the practice staff who worked alone and in people's home. The importance of things such as observation of practice and spot checks was emphasised by the inspector.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 – very good

## Quality of management and leadership

### Findings from the inspection

The management of this service was very good. There was an experienced manager with the backing of an experienced provider. There was very good planning and very good resourcing. Here are some examples of evidence seen at inspection:

- The manager of the service had good supports from her provider including managers meetings, supervision and management training.
- There were good quality assurance systems in place to ensure support plans, staffing, recruitment, incident monitoring and policy and procedure review was taking place regularly.

- As a service supporting people with mental health issues there was emphasis on staff support.
- The service had a comprehensive service development plan which included; outcome planning, SDS and staff learning logs. As a very new service they were making the most of their wider framework organisation to inform their good practices while planning for the new service and any particular issues it may have as a housing support and care at home service.
- This service benefitted from the Penumbra provider's framework for policies procedure, human resources and training support.
- The manager was keeping abreast of developments in mental health and housing support via attendance at forums, meetings and conferences.

Although this is a new service it has the management structures and the shared manager of a very good service supporting it. The service that is operating is already operating at a very good level with positive outcomes for service users and stakeholders this is why a grade of very good has been awarded.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

**What the service has done to meet any requirements we made at or since the last inspection**

## Previous requirements

There are no outstanding requirements.

## What the service has done to meet any recommendations we made at or since the last inspection

### Previous recommendations

There are no outstanding recommendations.

### 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).

### Enforcement

No enforcement action has been taken against this care service since the last inspection.

### Inspection and grading history

This service does not have any prior inspection history or grades.

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