Dundee Specialist Mental Health Outreach Service
Housing Support Service

16b Fleming Gardens South
Dundee
DD3 7LR

Telephone: 01382 826938

Type of inspection: Unannounced
Inspection completed on: 14 February 2018

Service provided by: Scottish Association For Mental Health
Service provider number: SP2003000180

Care service number: CS2013319874
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](http://www.careinspectorate.com)

This service registered with the Care Inspectorate on 13 March 2014.

Dundee Specialist Mental Health Outreach Service is provided by the Scottish Association for Mental Health (SAMH) and provides support to people with enduring mental health problems living in their own homes. At present, the service supports 13 service users through their outreach service and 10 service users through their carers’ support service. People who wish to use the outreach service are financially assessed by Dundee City Council and following the first four weeks of service being delivered, may require to pay for the service received.

The service aims to provide a model of support that allows people to live their lives fully, regardless of present or past circumstances. Primarily the focus of the outreach service is to assist the individual with their recovery using an outcome focussed approach to support planning. The carers’ support service provides support to individuals caring for someone who suffers from mental health problems including dementia.

What people told us

We obtained the views of three people using the service. The service currently provides support to 7 people. Overall people were very happy with the service. They spoke very highly of the staff, management and the support they received. They felt the care and support they received was beneficial and they felt listened to and respected.

Before the inspection we sent out seven questionnaires and received one back. They knew they could complain to the Care Inspectorate and those we spoke to knew the service’s complaints procedure.

During the inspection we also spoke to two people supported by the service. They gave very positive and complimentary comments about the service. One told us that ‘all staff are good, they sit and listen’. One relative summed up the general impression of the service by stating, ‘I feel wholly supported by SAMH, they help to alleviate stress/anxiety while I am at work and with practical tasks (allowing the person I care for to accomplish those tasks). They listen to me and take on board any concerns I may have’.
**Self assessment**

Every year all care services must complete a ‘self-assessment’ form telling us how their service is performing.

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.

**From this inspection we graded this service as:**

<table>
<thead>
<tr>
<th>Category</th>
<th>Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality of care and support</td>
<td>5 - Very Good</td>
</tr>
<tr>
<td>Quality of staffing</td>
<td>not assessed</td>
</tr>
<tr>
<td>Quality of management and leadership</td>
<td>5 - Very Good</td>
</tr>
</tbody>
</table>

**What the service does well**

Although the paperwork was satisfactory, the provider had reviewed its care planning and record keeping and was slowly introducing new documents to service users in a phased way. The new ‘Pathway’ had clear outcomes and indicators to measure progress and we liked this format as it was more person-centred and clearer to those receiving support. There were also clear templates to record monthly summaries of care provided. Although this paperwork was at an early stage we thought these tools looked very good and would provide a record of decisions and support given to those that used the service.

We also liked the section of the progress review which asked ‘How are we doing?’ This gave service users the opportunity to comment on the quality of the care and support and how it could be improved. This also shows that the service values and respects the opinions of those they support. We heard of people achieving great outcomes such as travelling to town to do personal shopping when leaving the house had previously been very challenging.

Service users told us that they were happy with the service they received and they found it to be respectful. They also told us that ‘all staff are good and they sit and listen’. We saw very good records of weekly client update meetings. We read that when a service user refused support, the staff member continued to seek preferable ways of providing support to the person. This then resulted in positive steps and decisions through the formal review process.

We saw evidence of a multi-agency meeting being brought forward to resolve a support issue promptly. This shows the service’s priority of keeping people’s welfare at the centre of delivery.

The service had produced a template for an action plan based around the new health and social care standards. A questionnaire had also given those that use the service the opportunity to identify their own priorities. This will then formulate the service action plan. We thought this showed good evidence of the service being proactive in seeking the opinion of those they support.

The frequency of supervision had been increased and now occurred every 6-8 weeks in accordance with the service’s policy. This enabled staff to discuss good practice guidance and lets them reflect on how this is delivered to those they support.
We saw that the service had an individual folder for each staff member for their professional development. We liked the person-centred nature of these, exploring such issues as values, involvement, assets and outcomes. There was also very good material in The Learning Resource for Mental Health practice such as, promoting recovery, challenging inequality and positive risk taking. These professional tools ultimately assist in the provision of a very good service through well supported staff.

What the service could do better

We found that several documents within care files either were not signed, and/or dated, or did not have space for signature/date. This gave the impression that care and support was provided ‘to’ and not ‘with’ the individual although it was very clear that this was not this service’s intention. There was a very good file audit tool in place but this had been used inconsistently in the past. It is suggested that this audit tool be reviewed and up-dated to reflect the new outcome focussed plans and records and address the issue of signature/date. Having a signature in place will illustrate ‘ownership’, that consultation has occurred and a joint decision has been agreed. Dating relevant documents evidences that they are current or require review.

Although there were positive comments about training staff told us that eLearning could be isolating and not conducive to discussion. Consideration should be given to how learning is capitalised upon and brought to team meetings/supervision for professional discussion. This could also contribute to maintaining professional registration requirements.

The main area for improvement across both areas of inspection is the development of the new outcome focussed support planning tool (Pathway) and adopting new health and care standards. The registered manager is also reviewing local and historic processes, for example, the audit tool, and identifying personal and collaborative improvements along with staff and service users. We are confident that this service will embrace change and continue to improve.

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

<table>
<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
</tr>
</thead>
<tbody>
<tr>
<td>16 Feb 2017</td>
<td>Announced (short notice)</td>
<td>Care and support: 5 - Very good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Environment: Not assessed</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Staffing: 5 - Very good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Management and leadership: Not assessed</td>
</tr>
<tr>
<td>12 Jan 2016</td>
<td>Announced (short notice)</td>
<td>Care and support: 5 - Very good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Environment: Not assessed</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Staffing: 5 - Very good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Management and leadership: 5 - Very good</td>
</tr>
<tr>
<td>22 Jan 2015</td>
<td>Unannounced</td>
<td>Care and support: 5 - Very good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Environment: Not assessed</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Staffing: 5 - Very good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Management and leadership: 5 - Very good</td>
</tr>
</tbody>
</table>
To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren’t good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foilseachadh seo ri fhaighinn ann an cruthannan is cànain eile ma nìthear iarritas.

انهاست برخواست گر که یا گوگل فلکس او درک نیازمندیایان مای فرماکی یا کری دی. 

बंदरों की ‘ये हिंदी पुस्तक उब जुम्ले अव नेटल अंग्रेजी लिख शीघ्रतापूर्वक है।

هذه الوثيقة متوفرة بلغات ونمادج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzeniu niniejsza publikacja dostępna jest także w innych formatach oraz językach.