

# with YOU Midlothian Temporary Accommodation and Tenancy Support Service Housing Support Service

29 St Andrews Street  
Dalkeith  
EH22 1AR

Telephone: 0131 201 2951

**Type of inspection:**

Unannounced

**Completed on:**

9 August 2018

**Service provided by:**

with YOU

**Service provider number:**

SP2004005200

**Service no:**

CS2013317547

## About the service

Midlothian Temporary Accommodation and Tenancy Support Service is registered to provide a Housing Support service. The service is provided by With You (formally known as Places for People) Scotland Care and Support Ltd, a voluntary organisation which operates a number of projects throughout Scotland.

The service provides the following model of support:

- Three temporary supported accommodation hostels for people with complex support needs.
- Three hostels of those with low support needs.
- Several move on flats with support available.
- Tenancy support, people supported in their own homes to maintain their tenancy.

Prospective service users must be homeless either through having no secure tenancy, or where their home/tenancy is deemed to be an unsafe environment. The service can only accept referrals through the Local Authority at present.

Midlothian Temporary Accommodation and Tenancy Support Service aims state that:

"We provide a range of services that focus on preventing homelessness and repeat homelessness. We support individuals to develop the skills and confidence required to successfully maintain their own tenancy with each person's support tailored to their individual circumstances, focusing on life skills, tenancy management, employability and structured meaningful activity."

## What people told us

We visited three of the six supported accommodation hostels where we met with six people who use the service. We also did telephone interviews with five people who receive support in their own tenancy.

Eleven pre-inspection questionnaires were also sent to us which supported us with the planning of our inspection.

Most people we received feedback from were very happy with the quality of the service and described it as being good. Areas for further improvement and development were identified and have been included within this report. Feedback was also provided to the registered manager at the end of our inspection.

## 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.

## From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of staffing	not assessed
Quality of management and leadership	5 - Very Good

## What the service does well

The structure of the service allows support to be tailored to people in a person-centred way, depending on the level of their needs.

Trusting working relationships had been formed and people felt comfortable talking to staff about their personal circumstances. People utilising the tenancy support service for example described it as invaluable in terms of being supported to address housing matters including rent arrears.

The staff team were experienced in aiding with completing housing and benefit applications and signposting to other more specialist support agencies. Peer support from ex-service users was also seen as a positive by many.

Most of the staff we spoke with felt supported in their roles by the manager and their peers and regular supervision and team meetings were held, providing opportunities for the staff to discuss service development.

Everyone supported had an agreed support plan in place and the service was performing well to ensuring people's needs were reviewed on a regular basis. The electronic systems in place allowed for the manager to have a good oversight of the service and a case tracking procedure was in place.

There was a positive management oversight of the service, supported by a variety of quality assurance measures including satisfaction surveys and observations of work practice.

The service provider had a positive culture of continuous improvement and development and a working group had been established to develop action plans based on the recognised European Foundation for Quality Management (EFQM) with representation from the different services.

## What the service could do better

The service was experiencing low staffing levels which was having a direct impact on people using the service. This was of concern at the supported accommodation hostels where people's support needs were greater. The low staffing levels meant that there was just one member of staff on duty most of the time. Some of the people we spoke with were unhappy with this as it limited the opportunities for staff to support them at appointments in the community. Staff also voiced their unhappiness that they were not able to provide the full amount of support time people required.

We acknowledge that the service was experiencing some challenges with the retention of staff and coupled with the timescales to recruit staff following safer recruitment practices it resulted in a reduction of staffing levels.

People residing in the hostels told us that there could be more participation opportunities planned during the day facilitated by staff to prevent boredom.

Although there was positive management oversight of the service to support compliance-based requirements, some of the staff we spoke with felt this needed to be balanced with greater leadership and direction. This has been recognised to a degree via the leadership survey the service undertook earlier in the year and is an area to focus on as part of their continuous improvement plan.

# Inspection report

## 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	
9 May 2016	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
18 Jun 2014	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very 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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