

SAMH - Moray - Housing Support Service

Housing Support Service

35/37 North College Street
Elgin
IV30 1ET

Telephone: 01343 542781

Type of inspection:

Unannounced

Completed on:

22 March 2019

Service provided by:

Scottish Association For Mental Health

Service provider number:

SP2003000180

Service no:

CS2004081943

About the service

SAMH - Moray is registered with the Care Inspectorate to provide a combined care at home and housing support service to adults with mental health problems. SAMH - Moray had recently been awarded a new contract for continuing provision of support in Moray and there were to be some changes to some of the support available.

SAMH strived to support people under three strategic goals and these were:

- Being there for people.
- Promoting good mental health.
- Ending stigma and discrimination.

In Moray this was being supported by partnership working with the Health and Social Care Partnership Moray and other relevant agencies within the Moray area. Staff were based within Elgin but covered Moray wide and support was available in many different forms, tailored individually.

SAMH - Moray continued registration with the Care Inspectorate 1 April 2011.

What people told us

For this inspection we sought the views of people in a variety of different ways. In October 2018 we asked the manager to hand out questionnaires to people who experienced support and staff members.

- 38 care standards questionnaires were issued and we received 15 back from people who experienced support.
- eight staff questionnaires were issued and we received six back from staff.

During the inspection we spoke with some people who experienced support from the service and the feedback was consistently high. People shared with us what the support meant to them, speaking kindly and positively about the staff members who supported them. The questionnaires returned to us again were positive about the service and it was clear that people felt involved in their care and support from their responses.

External professionals also offered some feedback on the services being offered by SAMH - Moray. The feedback we received was consistently high and it was clear that professionals valued the skills and experience that SAMH offered.

Self assessment

Self-assessments are no longer requested from this type of service. During the inspection we had a number of discussions with the manager of the service about their intended service developments.

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	5 - Very Good

What the service does well

People were experiencing excellent support from the service, which was individually tailored and right for them. This service was supported by very good management and leadership.

SAMH - Moray had used a test of change to try different ways to support people with their mental health recovery in Moray. This involved the team working in partnership with colleagues in Health and Social Care Partnership in Moray. The support focussed on being there when people needed the services of SAMH at the right time.

Support was available for people in a range of different ways, offering people choices in how their support was provided. There was positive work taking place within the hospital ward setting, which was a new addition to the service. This was seen as a key step to supporting timely and safe discharges for people. SAMH staff were able to support people around a number of different issues within the ward setting. For example, confidence building, to developing more social contacts, through to more practical matters such as finances. Following discharge, SAMH staff continued offering post discharge support where this was needed or wished for. This additional support could last for up to two weeks. People told us this was a really valuable part of the service. This support enabled them to feel safe, confident and reassured about their discharge. At the end of the two week discharge support period, staff had discussions with individuals about their support. If people felt they needed additional support, services continued with the outreach team for up to 12 weeks without cost. Support could continue past the 12 week period if needed, but this would be subject to a financial assessment.

Staff made sure that people felt involved in their support by seeking regular feedback on their outcomes and support. There was an outcomes framework in place, which was part of the feedback process. People felt the support being offered to them helped them to improve their health and wellbeing. People had felt more confident, more resilient and they had more knowledge on how to self-manage their mental illness. People also recognised their increasing levels of independence, for example with life skills through to being able to get out in their community more. They had felt reassurance that SAMH staff were there for them when they needed them.

Staff individually had excellent knowledge and experience within mental health, which meant collectively the team together offered excellent support to people. People who experienced support from the service spoke highly of staff members, about their knowledge, the consistency they experienced and how much they valued the support they received. Individuals were able to talk about their experiences and how the support from SAMH had made important differences to their lives. Some things people told us were:

- 'I was surprised at the consistent approach I experience from all staff at SAMH, something I've not experienced as much elsewhere'.
- 'They aren't just in it for a job, they care about us and their jobs'.
- 'To be honest, I wouldn't be where I am now without them'.
- 'It's absolutely brilliant! I couldn't have coped without them'.
- 'They are comforting and happy, they are always happy'.
- 'SAMH has a special place in my heart with me - they've been amazing'.
- 'They have had a huge impact on my recovering after coming out of hospital'.

Management and leadership were very strong within the service and there was clear partnership working with other agencies. There was clearly motivation in terms of partnership working to make sure that services were right for people, to support making recovery a reality. Partner professionals from health and social care were asked for their views about the service, and those who replied were all very positive about the service.

What the service could do better

SAMH - Moray had recently been successful in gaining a new contract for the on-going delivery of services in Moray. Given the recent changes, the manager had not had time to update their improvement and development plans around the new service type. Discussions took place with the manager about how their improvement and development plan could focus on people's experiences and outcomes. They should consider how they evaluate these outcomes, involving people they support wherever possible. This would be supported by the quality assurance processes locally and within the wider organisation.

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.

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.

Inspection and grading history

Date	Type	Gradings
5 Mar 2018	Announced (short notice)	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed 5 - Very good Not assessed
23 Feb 2017	Announced (short notice)	Care and support Environment Staffing Management and leadership 6 - Excellent Not assessed 5 - Very good Not assessed
24 Feb 2016	Announced (short notice)	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed 4 - Good 5 - Very good
11 Mar 2015	Announced (short notice)	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed 5 - Very good 5 - Very good
6 Mar 2014	Announced (short notice)	Care and support Environment Staffing Management and leadership 6 - Excellent Not assessed 5 - Very good 5 - Very good
27 Feb 2013	Unannounced	Care and support Environment Staffing Management and leadership 6 - Excellent Not assessed 6 - Excellent 5 - Very good
1 Oct 2010	Announced	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed Not assessed 5 - Very good
4 Mar 2010	Announced	Care and support Environment Staffing 5 - Very good Not assessed 5 - Very good

Date	Type	Gradings	
		Management and leadership	Not assessed
24 Feb 2009	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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