

with YOU West Lothian Mental Health Service Housing Support Service

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Livingston
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Telephone: 0131 201 2957

Type of inspection:

Announced (short notice)

Completed on:

6 August 2019

Service provided by:

with YOU

Service provider number:

SP2004005200

Service no:

CS2003055982

About the service

West Lothian Mental Health Service provides a combined Housing Support and Care at Home service. The support is provided by one staff team who support adults in their own homes and shared accommodation. The service is provided by "with You", a voluntary organisation which operates a number of projects throughout Scotland. Because the same staff team provide both services in a combined way we inspect them as one service. The service is available to people with mental health problems and acquired brain injury. Twenty four hour support is available for people living in the shared accommodation. For people living in their own homes individual support hours are allocated. Support is planned on an individual basis aiming to enable people to be as independent as possible. At the time of inspection 36 people were receiving support.

The services aim is:

- 'To be a recovery-focused service; providing support that empowers people to live the life they want to live.'

What people told us

We met eight people supported and spoke with a further two people by phone. We also sent out 30 questionnaires prior to the inspection and 12 were returned. The people we spoke with told us how the support had enabled them build confidence and change their lives. People we spoke with said that they felt the staff were very skilled in listening to them and supporting them to reflect on things they were anxious or worried about. This had a significant impact in helping them move forward with their lives. It was clear that staff had built up trusting, empathetic and respectful relationships with the people they support. One person told us that "all the staff were special in their own individual ways". Another person described the support as "allowing them to become who they were". Everyone we spoke with said that without the quality of the support they received their lives would no be the same.

This reflected the Health and Social Care Standard 1, "I experience high quality care and support that is right for me" and "I get the most out of life because the organisation who support and care for me have an enabling attitude and believe in my potential".

Self assessment

We are not asking services to provide a self-assessment this year while we review how we inspect in the future. Instead, we will ask services for their improvement or development plan and discuss any changes they have made since the last inspection or intend to make.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

What the service does well

We found that the previous excellent grade for quality of care and support had been maintained. As with previous inspections the support provided reflected all the principles of the Health and Social care Standards (HSCS). Support was of a high quality and sector leading.

Support was based around the individual and directed by them. Staff supported each person to reflect on the positives in their lives and what they wanted to change. This in turn linked into outcomes to achieve. The way in which the support was provided enabled self-improvement, empowering people to change their lives and sustain the changes. Support was provided in a flexible, responsive way. This meant that staff could change support to attend any relevant appointments, give extra support in a crisis or where the persons mental health had a period of decline.

There were excellent working relationships with external professionals to the benefit of the person supported. People supported told us ways in which support had changed their lives, this included examples of further education, confidence to go out socially, support with addiction and support to sustain their mental health and physical wellbeing.

As found at previous inspections the flexible and supportive nature of this model had continued to enable each person to achieve their personal outcomes. We saw that regular reviews of support were held where any changes or barriers to people achieving their outcomes and goals were discussed. People were fully involved in all aspects of decisions about their support. We saw detailed person centred information about how each person wanted to be supported on the I.T system used. The people we spoke with could not fault their support and felt they could talk to any staff member and would be listened to. All the people supported we talked with were confident in their staff. We found the staff were skilled, professional and empathetic. This reflected both the values of with YOU and the Health and Social Care Standards. (HSCS).

The staff were committed in their role of supporting people improve their lives. This was evidenced through speaking with the people supported and staff themselves. Staff were skilled in helping people reflect on their mental health and supporting them to put in place coping strategies when things go wrong. Staff reflected on their own practice and shared learning from this with their colleagues.

The sample of recruitment files we saw showed people were recruited in a safe way, meeting best practice and legislation.

We saw all the staff had a strong commitment to the values of the organisation and to promoting improvement. We saw that meeting minutes reflected discussion on practice, policies and values. Staff had an end of year review where feedback would be sought from both the people they supported and their colleagues. This was very good practice which linked into HSCS, of benefiting from a culture of continuous improvement and where staff are encouraged to be innovative.

The organisation has an internal quality assurance system. This is used to monitor the performance of each service. It is carried out on an annual basis and an action plan is completed. We also saw that audits were carried out in the service to ensure that practice reflected the policies and expectations of "with You".

A Strategy event is held every year. This allows members of the board, people supported, staff and managers to get together and discuss the future direction of the service. This is facilitated externally. The outcomes of this will link into the organisational strategic objectives. This gives everyone the opportunity to be part of organisational goals and objectives.

In summary we found a well-managed service, with professional and skilled staff which greatly benefited the people supported and helped them sustain and improve their mental health. The quality of support linked into the Scottish Government Strategy on Mental Health where the vision includes "Recognising service users as equal partners in their own healthcare".

What the service could do better

Whilst everyone praised the quality of support, there were staff vacancies within the team. This had sometimes impacted on the flexible nature of the support. Recruitment for these were in the later stages and once completed the issues would be resolved.

People told us that they were fully included in their reviews of support. Updates to outcomes were recorded however often there was little written evidence of the persons comments or feedback on the I.T system used. This had been discussed at team meetings and this was an area for improvement within the team.

We discussed that a further area for improvement would be to use the team meetings as a forum to discuss best practice, research, training and the Scottish Governments upcoming framework for Mental Health. This would link the support into best practice and legislation.

Whilst senior support workers are being given the opportunity to attend relevant management training, it would be beneficial for both senior support workers and team leaders to visit other services to share practice and ideas. This would support innovation and future development.

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
26 Sep 2018	Announced (short notice)	Care and support Environment Staffing Management and leadership 6 - Excellent Not assessed Not assessed 5 - Very good
21 Sep 2017	Announced (short notice)	Care and support Environment Staffing Management and leadership 6 - Excellent Not assessed Not assessed 5 - Very good
12 Oct 2016	Announced (short notice)	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed 5 - Very good Not assessed
2 Dec 2015	Announced (short notice)	Care and support Environment Staffing Management and leadership 4 - Good Not assessed 4 - Good 4 - Good
17 Dec 2014	Unannounced	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed 4 - Good 4 - Good
8 Oct 2013	Announced (short notice)	Care and support Environment Staffing 6 - Excellent Not assessed 6 - Excellent

Date	Type	Gradings	
		Management and leadership	5 - Very good
20 Sep 2012	Unannounced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	6 - Excellent
		Management and leadership	6 - Excellent
1 Feb 2011	Announced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
10 Mar 2010	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
21 Oct 2008	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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