

# Penumbra - Edinburgh Supported Living Service

## Housing Support Service

5 Leamington Terrace  
Edinburgh  
EH10 4JW

Telephone: 0131 229 0560

**Type of inspection:**

Unannounced

**Completed on:**

2 December 2019

**Service provided by:**

Penumbra

**Service provider number:**

SP2003002595

**Service no:**

CS2004061905

## About the service

Penumbra Edinburgh Supported Living service is a housing support and care at home service which has been registered since 2004.

Part of the national Penumbra organisation, the service offers personalised and flexible support to people who are living in their own homes across Edinburgh and also from two houses of multiple occupancy (HMO).

Managers oversee a number of small teams, each led by a recovery practitioner. Each team of recovery workers is allocated a geographical area of the city. There were 40 staff employed at the time of inspection.

The service aims to offer flexible and responsive support to people who have social, behavioural and mental health difficulties, while helping people sustain their housing tenancies. It also aims to increase the opportunities open to people to improve the quality of their lives.

At the time of inspection around 180 people were making use of the service. Support hours ranged from a few hours per week for people in their own homes to 24/7 support available within HMO's

Penumbra's four core values are:

People can and do recover from mental ill health.

People have equal human value regardless of their situation or ability and have the right to dignity, respect, privacy and choice.

People should be enabled to exercise control over their lives by means of real choice and participation and should be free from stigma and discrimination.

Penumbra's services should provide person centred support on an ordinary and inclusive basis wherever possible.

## What people told us

During the inspection we spoke with 10 supported people who use the service and we received 15 completed care standard questionnaire's from a sample sent out. We also spoke with four relatives of supported people.

Everyone spoke very highly of Penumbra, some comments include:

'I think it is the best service yet'

'Very helpful service and support team'

'Penumbra have provided me with respect and dignity'

'The service encourages me to lead a life I wouldn't want to do otherwise'

'The service has been excellent and all the support workers have been fantastic'

The service is marvellous, it means I have someone to talk to, they are there for me, it means I can keep well.'

'Penumbra are brilliant. It has made such a difference to know that trained staff who understand can give us a break to go away'

'They make me feel safe in my home'

'I can talk about my problems and don't have to burden my family with my mental health'

'They treat me as an individual, don't believe how lucky I am'

'Penumbra have some shining stars, they choose people well'

## Self assessment

There were no requirements for the service to provide a self assessment for the inspection year 2019/20. Issues relating to quality assurance, feedback from people using the service and their relatives along with the quality of the service's improvement plan are considered throughout the inspection.

From 1 April 2018, the new Health and Social Care Standards replaced the National Care Standards. These seek to promote and improve outcomes for people who experience care. Services should now be providing support in accordance with these standards. These are:

1. I experience high quality care and support that is right for me.
2. I am fully involved in all decisions about my care and support.
3. I have confidence in the people who support and care for me.
4. I have confidence in the organisation providing my care and support.
5. I experience a high quality environment if the organisation provides the premises.

The full standards can be viewed at:

<https://scotgov.publishingthefuture.info/publication/health-and-social-care-standards-my-support-my-life>

## 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

Penumbra - Edinburgh Supported Living services excelled in the support they provided enabling people to experience positive outcomes that enhanced their wellbeing. The service reflected the values Penumbra expects its services to provide.

People we spoke with told us of how Penumbra understood mental health, they felt staff were well trained and were always there for supported people and their families.

"The support I get is exceptional, gold standard - they just get it, they understand mental health - their recognition is the most valuable currency in an organisation"

"Penumbra understands, they're not patronising"

"Penumbra is a lifeline for us."

Everybody we spoke with commented they couldn't thank Penumbra enough. Some of the outstanding experiences people told us about included:

- being able to have a good relationship with their children in a way they couldn't do without the support.
- being able to maintain their homes and stay off the streets.
- having a meaningful relationship with their family.
- relatives feeling supported.
- being able to do things with their lives they would never have contemplated before having support.

The service continued to support people to reflect on their mental and physical wellbeing using IROC (Individual Recovery Outcome Counter). This recovery approach is very outcome focused and enabled people to engage in meaningful conversations about their wellbeing. People told us it helped them focus on their mental health in a safe and positive environment.

"I look forward to doing this (IROC) every three months and have it in my diary, it helps me with my feelings, being able to talk about what I can deal with or not deal with."

Staff knew people well and were motivated and proactive in their approach to supporting people. One person told us of the encouragement received to find out about a college place and how their confidence had grown since starting the course.

The service had good links with other professionals and were able to provide direction and information to people if they asked or agreed for the service to do so on their behalf.

Staff completed a wide variety of training subjects which enhanced their knowledge and understanding of how to support people well.

Regular team meetings contributed to staff development. Meetings were outcome focused, allowing staff opportunities to reflect, learn and improve themselves and ultimately enhance the high quality of support they provide.

We found the positive culture to continually improve the service had been maintained.

The Edinburgh service was the pilot for the organisation's introduction of their digital 'Access' system. This allowed, amongst other areas, staff and management to have secure instant access to documents and to be able to update reviews and notes whilst with supported people meaning everyone was included in the process.

Staff commented positively about the new system. They spoke of some of the benefits they had already seen including the ability to access or to update information instantly which allowed them more quality time whilst supporting people. Staff also spoke of the system freeing up time which allowed them to focus on other areas of developments for the service or for themselves.

The manager was active in leading a collaboration within the city of Edinburgh to review outcome based contracts which would offer more flexible and person centred support to people than current contracts provide. Working together with other organisations to improve outcomes for people reflects a service who are innovative and open to change.

Penumbra Edinburgh provide an excellent service where people were fully involved in their recovery and support. Well trained staff enabled people to be in control, to feel safe, to build their confidence, to achieve their potential and to maintain their independence and autonomy.

## What the service could do better

As the service is in a transition of moving information onto their digital system, we saw a few reviews of personal safety plans were slightly overdue. We were confident these would be updated during this process and discussed with the manager to ensure this time is spent productively to get the system right at the start.

Supported people spoke of having consistency within their staff and said they were very happy, however, we saw a few people had a number of different staff visiting them. We asked the service to review the volume of staff supporting people to ensure people's wellbeing was not at risk of being affected.

## 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).

## 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
22 Jan 2019	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
10 Oct 2017	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
30 Nov 2016	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
6 Nov 2014	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
13 Nov 2013	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 3 - Adequate
16 Nov 2011	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 4 - Good

Date	Type	Gradings	
		Management and leadership	Not assessed
27 Sep 2011	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
6 Nov 2009	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
22 Dec 2008	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	6 - Excellent
		Management and leadership	6 - Excellent

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