

## Source Housing Support Service Housing Support Service

Unit 4  
Rankin Gait Shopping Centre  
Carluke  
ML8 4AT

Telephone: 01555 777222

**Type of inspection:**

Unannounced

**Completed on:**

15 January 2020

**Service provided by:**

Lanarkshire Association For Mental  
Health

**Service provider number:**

SP2004005810

**Service no:**

CS2004068451

## About the service

Lanarkshire Association for Mental Health (LAMH) is a registered charity and provider of a range of services, to people with mental health difficulties. LAMH's Source Housing Support Service is for people living in South Lanarkshire.

At the time of the inspection the service was supporting 38 people.

The aim of the service is to "encourage development of strengths and skills; enable people to take greater control of their own lives, promoting recovery and resilience; support people to identify and achieve their hopes and aspirations; support people to use their local community and; support people to remain in their own home reducing the likelihood of a hospital admission during periods of crisis."

## What people told us

We spoke with four people who used the service face to face and six by telephone. Each person could not have praised the service more, they told us it was excellent. Some of the comments were:

- "I do not know where I would be without the service, I cannot praise the service enough"
- "Staff are great, excellent, support is great and staff go over and above what I should have to help me"
- "The service is great, I cannot think of anything that would make it better"
- "My life has changed unbelievably because of this service"
- "Staff are great, fantastic they have made such a difference to my life"
- "I don't have a bad word to say, the service has changed my life, there is nothing that would make it better"
- "The service is fantastic, they could do nothing to make it better, everyone is great"

## Self assessment

We did not ask the service to submit a self-assessment.

## From this inspection we graded this service as:

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

## What the service does well

We spoke with ten people who used this service. It was clear from speaking with them the positive impact of this service on their mental health and wellbeing. We were given numerous examples of how they had been assisted to gain confidence, take on new challenges and move towards their goals. Service users told us the service was fantastic, exceptional and amazing. One told us 'I do not know where I would be without the support I get from this service' and another 'what a difference the service has made to my life'.

People who use services have the right to be empowered and enabled to be as independent and as in control of their life as they want and can be.

People using the service were assisted to develop and identify their individual goals, set their own pace to achieve them and were then held accountable for the outcomes of their actions. Service users were encouraged to push themselves with staff giving advice if appropriate, but ultimately made their own decisions and remained in control of their lives.

An example was someone who was anxious about leaving the house. Through the patience and encouragement of staff this person was now out and about in the community. This had helped improve their social interactions which benefitted their health and wellbeing.

The person told us 'the encouragement of the staff helped me achieve all I have. Staff never forced me, always listened when I felt I could not do something or did not want to. There was never any pressure.'

They also told us 'My life has changed unbelievably because of this service'

The high level of support had resulted in people meeting their goals and leaving the service to be independent again.

Service users could choose to take part in group activities such as swimming and gym sessions. These groups offered a chance to try something new in a safe environment but also provided opportunities for socialising which benefitted health and wellbeing.

There was a Source plus group for over 65s. It was a social group encouraging this age group to come together to fight isolation and loneliness.

The service crisis line was an excellent support when people were struggling with their mental health and we saw evidence of staff escalating concerns to professionals such as the police or mental health team if appropriate. We looked at evidence prompt actions by staff had saved the lives of people who were having a difficult time. Service users we spoke with told us staff had taught them breathing techniques and other coping strategies to reduce anxiety. We were pleased to find that when the initial crises was over staff still kept regular contact to check the person was well.

There was excellent joint working across a range of professionals such as social work and the mental health team. They met up weekly to discuss ideas and challenges and how to support each person's individual needs. This meant everyone involved with a service user had an opportunity to come together to plan the best way forward.

People using services have the right to be involved in the planning, delivery and continual review of their support. This would ensure that services captured the individual needs, wishes, relevant healthcare information and personal aspirations of all those in receipt of support.

We found recordings of the support delivered were clear and provided a high level of insight and measurement of the person's progress, decline or hurdles. There was really strong evidence of the person's involvement in decision making and choices in their lives.

Support plans had clear outcomes identified to meet the mental health and psychological needs of the person. The support plan reviews were honest and detailed, led by the person and specific to their wishes, choices and mental health needs.

Plans were detailed and provided good historical context to the support required by each individual while also focussing on present day strategies used to ensure that the best possible person centred support was available.

The service provided opportunities for people to be involved in decision making and planning of the service such as advisory meetings, questionnaires and consultation events which were well attended. The service improvement action plan was developed from people's views and suggestions which gave them a say in how the service moved forward.

Additional involvement opportunities included recruitment of new staff. People who wanted to be part of the recruitment process had completed training to build their skills and confidence before being actively involved. We spoke with a service user who had been part of an interview panel who told us "I helped to choose who will work here and maybe support me in the future".

People using services should be confident that staff are trained, competent and skilled, they are able to reflect on their practice and follow their professional and organisational codes. Recruitment paperwork had excellent examples of interview questions pertinent to different roles. This helped identify the values, knowledge and skills of people who had applied to work in the service. The questions were reviewed regularly with input from service users to ensure they continued to be appropriate.

New staffs induction was a mixture of face to face, on-line training and shadowing experienced staff. Induction paperwork showed that expectations and standards within the service were high and these were laid out clearly through the staff management processes.

We were impressed by the high standard of supervision as we were provided with clear evidence of on-going professional and personal reflections by staff. A high level of personal responsibility for their professionalism and practice was also evident. Staff reflected on what they thought they had done well and areas they could improve. This had created a highly knowledgeable and skilled staff team

A consistent team had meant that trusting and stable relationships had been built between staff and people who used the service. People told us they felt safe to share their personal information, thoughts and feelings with staff.

The team worked well together, supporting each other with discussion and advice. Staff members we spoke with had very good values and spoke respectfully about the people they supported. This had resulted in a highly motivated team who provided an excellent service to people.

## What the service could do better

We have asked the service to consider how to improve the minutes of the advisory meetings to make them more reader friendly. Clearer minutes may encourage more people to read them and keep up to date with what was happening in the service.

## 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 Aug 2018	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
8 Sep 2017	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good

Date	Type	Gradings
23 Sep 2016	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
17 Sep 2015	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 4 - Good
20 Oct 2014	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
4 Oct 2013	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
19 Dec 2012	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
5 Jan 2011	Announced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership Not assessed
		Care and support 4 - Good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good

## 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](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto: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 foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

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