

Wemyss House Housing Support Service

28 Links Road
Port Seton
Prestonpans
EH32 0DU

Telephone: 01875 815 035

Type of inspection:

Unannounced

Completed on:

6 February 2020

Service provided by:

Blue Triangle (Glasgow) Housing
Association Ltd

Service provider number:

SP2003000162

Service no:

CS2003055049

About the service

Wemyss House is part of the Blue Triangle (Glasgow) Housing Association Ltd. They are registered as a housing support service and were initially registered in 2004.

The service has been providing support to up to seven residents aged 25 years plus, within a supported accommodation service in Port Seton, East Lothian, since first being registered. Since the last inspection there has been a variation to the service's registration. Following this recent variation the service now also supports up to seven care experienced individuals, ages 16-25, within accommodation in Musselburgh. The Musselburgh accommodation includes four independent single person flats and a communal house which can accommodate up to three individuals. Both premises are centrally situated with convenient access to local amenities and public transport facilities. At the time of our inspection visits the service was operating at full capacity. The service operates 24 hours a day with waking night shift. The service is provided to individuals with a range of needs who are homeless. The service operates in partnership with the homelessness service from East Lothian Council.

Wemyss House's aims and objectives are to 'provide safe secure supported accommodation for roofless individuals, providing a quality service compatible to the assessed needs of the individual.'

What people told us

We visited the service on 29 November 2019 and 6 December 2019. During our visits we met and spoke 1:1 with an individual being supported within the service and we also met with two other individuals who met and spoke with us jointly. We also sent four Care Standards Questionnaires which were completed and returned to us.

We received generally positive comments from the people who had been supported by the service. People told us that they felt safe at Wemyss House and that they received support which helped them to stabilise and to prepare for moving on and living independently. In particular people told us that they benefitted from the positive relationships they established with staff within the team. People told us they would like the opportunity to participate in more group activities in order to overcome their isolation. We discussed this feedback with the service manager who agreed to explore the options for developing the activity programme. People also told us they would like to have internet access within their premises. We discussed this with staff members and we were advised that internet access is being organised within the premises.

People made the following comments:

'Before being here I was sleeping in a tent ... this is better than the streets ... when I engage with the staff I get places.'

'They picked me up ... I get support when I'm down.'

'I feel safe here ... it's somewhere to run back to.'

'A staff member helped me to do my CV and to apply for jobs. Staff are very helpful. It's very safe here for people who feel vulnerable.'

'They help you get benefits sorted and help you to organise medical appointments.'

'We get quiz nights, The living room is being refurbished.'

'Staff listen to us. I can come in and have a conversation at 6.00 AM.'

'This place has helped me to get on an even keel.'

'We do a Sunday cook in. They provide the food and we cook together.'

Self assessment

A self assessment was not requested prior to this inspection visit.

From this inspection we graded this service as:

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

What the service does well

We found Wemyss House provided a very good quality of care and support to people within their service. We noted that there were individual support plans and risk assessments in place for the individuals being supported. Support planning records were regularly updated. This meant that support which was delivered was informed by up to date assessment of risks and needs. We noted that there were adult and child protection policies and procedures in place. A number of staff within the service had been trained in the administration of naloxone (this is an opiate blocker which when administered in the event of overdose can be life saving). These measures helped to ensure that risks of harm were minimised.

We found that individuals living within the service were able to have very regular contact with staff, either informally or as part of their review of their support plan. We were able to observe, during our inspection visits, that an open door policy was operated within Wemyss House. There was a homely feel within the premises. From speaking with staff and people being supported we found that staff were caring. We observed staff interact with people being supported and we noted that staff showed respect to individuals they were supporting. We also observed that individuals living within the service were comfortable and relaxed in the company of staff. People told us that every Sunday staff and residents shared a home cooked meal.

We found that staff engaged in 'handovers' between shifts which helped to ensure that staff coming on shift were updated with any significant events or new developments within the service. We heard how staff listened to people living within the service and helped them to build stability in their lives. Staff encouraged people to develop skills in self care and in independent living. Staff helped people being supported to access benefits and to access, or work towards, employment (either paid or voluntary). People were supported to register with dentists and GPs. Individuals within Wemyss House were supported to prepare for independent living and, where appropriate, to secure and progress onto their own tenancies. Staff signposted individuals to relevant community resources.

We spoke with community based professionals who had worked in partnership with staff at Wemyss House. We were advised that staff were effective at communicating, sharing relevant information and updating appropriately. This helped to ensure that supports delivered to individuals across agencies were dovetailed.

We found that there was a recruitment and selection policy in place to guide safe recruitment of new staff within the service. We found a formal induction programme was in place to support newly appointed staff. We spoke with a newly recruited member of staff who told us they had benefited from a positive induction experience. We were also told by this individual staff member that they felt they had been given the support and training they required and had been able to shadow other staff members for as long as they felt they needed to.

Staff we spoke with told us they felt supported by their team, by their manager and by the wider organisation. Staff told us they felt they had good access to training and professional development opportunities. This helped to ensure that staff maintained the skills and knowledge required to deliver effective care and support to people being supported within the service. We found that staff within the service were able to access an external confidential counselling service if required. This helped to ensure that staff were able to maintain their resilience in terms of providing the level of emotional support required by people being supported within the service.

We found that individuals being supported within Wemyss House felt that their voice was heard. People told us they had contributed to drawing up their individual support plans. Wemyss House is part of the wider organisation, Blue Triangle Housing Association Ltd. Blue Triangle regularly sought the views of people being supported within the service. People we spoke with gave us examples of the service responding to feedback from people within the service. One individual had reported that his bed squeaked and he was provided with a new bed. Another individual had said their mattress was uncomfortable and they were given a new mattress.

People we spoke with told us the support they had received whilst living at Wemyss House had helped them to achieve positive lifestyle changes. People told us that staff had helped them to identify individuals in their life who could be a supportive and positive influence. Staff then supported individuals to rebuild/develop these relationships. People told us that their self confidence and well being had improved whilst living at Wemyss House.

What the service could do better

Whilst we found evidence of staff we spoke with feeling supported within the service, the service should formalise supervision arrangements for relief staff. The service manager also agreed to discuss current supervision arrangements at the service's staff meeting to hear the team's views. The service manager agreed that she would take on board any points raised by staff members in relation to staff supervision arrangements.

The service should ensure that all staff, including relief staff, have access to up to date training including relevant refresher training.

People living within Wemyss House had requested that a wider range of activities were made available. We discussed this feedback with the service manager who had agreed to explore the options for further developing the activity programme for people living within Wemyss House.

The service had agreed to formalise arrangements for reviewing staff cover.

Progress with the above areas for improvement will be followed up at the next inspection.

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	
20 Nov 2017	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
26 Feb 2016	Unannounced	Care and support	5 - Very good

Date	Type	Gradings	
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
27 Nov 2013	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
2 Jun 2011	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
24 Jul 2009	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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