

with YOU Edinburgh Mental Health Service Housing Support Service

2/2 Easter Dalry Road
Edinburgh
EH11 2TR

Telephone: 0131 201 2940

Type of inspection:

Unannounced

Completed on:

27 February 2020

Service provided by:

with YOU

Service provider number:

SP2004005200

Service no:

CS2003055992

About the service

With YOU Edinburgh Mental Health Service is registered to provide a combined housing support and care at home service to adults living in their own homes. Because the same staff team provide both services in a combined way we inspect them as one service. The service is provided by with YOU a charitable newly registered organisation (previously operating within Places for People).

The service provided support to people with enduring mental health issues, physical disabilities and acquired brain injuries who are living in their own homes. The service has an office base in the Dalry area of Edinburgh. They provide support to people living locally to this and others living throughout Edinburgh. The level and type of support provided is based on individual's needs. 53 people were using the service at the time of the inspection, supported by a team of 18 staff (there was one senior support worker vacancy at the time of inspection). Levels of support ranged from four hours each week to 24 hours every day.

The organisation's mission is to provide positive, life changing support, delivered by inspiring, professional staff who, with YOU, will deliver your basic needs and highest aspirations.

What people told us

Twenty Housing Support and Care at Home Care Inspectorate questionnaires were sent out as part of the inspection process of which four were returned. One person disagreed that the service asks for their opinion about how it can improve and one didn't know how to answer that question. One person did not know about the service's complaints procedure.

Most comments on the questionnaires were positive.

"All the carers are helpful, understanding and good at their job. I would be lost without them as they understand my needs and the way I feel. Thank you for sending such beautiful people."

"I have always been treated with respect and dignity from the girls that support me."

During the inspection we visited seven people receiving the service in their homes and spoke with another two by telephone. Again, most of the comments were positive.

"Without their support I would struggle to do a lot on my own"

"Make me feel at ease which is very hard"

"Having people come to see me helps me live through that day"

"I feel With You have been there every step of the way with me"

"They seem to be introducing me to a lot of people and I'm not sure why"

"Support on the whole is good - good calibre"

"I love life now"

"Super duper happy."

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 plan and discuss any changes they have made since the last inspection or intend to make. The 'Health and Social Care Standards' have replaced the previous Care Standards. These standards seek to provide better outcomes for people who use care services and services

should now be familiar with these. We would encourage services to raise awareness of the standards by working with staff and people using their service to explore what they mean in their specific setting.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of staffing	not assessed
Quality of management and leadership	4 - Good

Quality of care and support

Findings from the inspection

People being supported by the service had a positive support experience. People told us how much they valued the support they received and the positive impact this has had on their lives. People told us about the different ways in which they were being supported. This showed us that people had control over how they wanted to use their support package. Support was being led by those being supported by the service. We saw that staff knew the people they supported well and knew how to interact with them. Staff used different approaches with different people tailored to how people wanted to be communicated with. People told us they were comfortable with the staff allocated to support them, felt they were trained to a high level and were professional in their approach. The staff we spent time with showed a good values base with strengths in line with the Health and Social Care Standards.

Some people being supported told us that they would prefer for more regular staff that they had already established relationships with to be involved in their support. Not all but some people told us that they found it challenging to be opening up about their support needs to newer staff on a regular basis. Some people told us they really valued the staff they saw regularly but if someone they are less familiar with attends there can be little point to emotional support going ahead. People told us they wanted greater consistency and continuity with staff.

Since the last inspection there has been an update to technology which staff told us was making their job easier. This allowed for people experiencing care and support to have direct access to and contribute to their support plans during support times. We witnessed a good level of detail recorded in support plans and interactions we saw were recorded in support plans afterwards accurately. We saw the use of mental health plans which are a good indicator of changing health needs and detailed how the service would respond to people. Staff were also making good use of a routines and guidance plan which was helpful for providing key information to staff, particularly when new to supporting that person.

Risk assessments were in place, however we observed that some potential risks were not being identified. Similarly, reviews of the support service received were taking place with regularity but were often brief, not evaluative and with little focus on outcomes. We would like to see more detail in these reviews and assessment of the impact the support has on people.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 – good

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

We found during our inspection that the recruitment of new staff was carried out in a safe manner with systems in place to reduce risks to people being supported. A range of recruitment techniques have been used including open days. The service was over recruiting staff which meant a reduced use of agency and relief staff. This was to the benefit of people experiencing care and support due to a greater consistency and stability with staff. There were good induction processes in place which staff told us helped them feel supported into the workplace. One staff member said of their recent induction that this was "the best approach I've had to induction." A good training program was in place during and after induction with staff undertaking a wide range of mandatory training sessions with additional pieces of online learning more specific to the people being supported.

Staff had attended a development day last year which covered the Health and Social Care Standards and staff we spoke to had a good understanding of the standards and how to apply them to their work. The manager had put in place a system to ensure staff's probation meetings, supervision meetings and direct practice observations were happening with regularity and on schedule. The manager also ensured that she had a good presence. All the people we spoke to knew who the manager was, how to contact her and most had met with her.

The manager had created a good rota system to plan people's support. These rotas were realistic and included travel time for staff where appropriate. Staff told us they were happy with their working patterns and that the continuous nature of their rota helped them to achieve a good work/life balance. Staff told us they felt valued by their manager and the organisation at large. Some staff felt there was a lack of opportunity to come together as a team to discuss and reflect on their work and would like team meetings to be implemented. We discussed with the manager the potential for further opportunities to bring staff together to reflect on their practice.

We felt that people who were being supported by the service and their families could be more involved in contributing to service development. The service could extend the range of feedback systems that were in place to make the process more robust. The service could also involve those being supported in the recruitment of new staff. We discussed this with the manager during the inspection and suggested looking at how this could be achieved at all steps of the recruitment process.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 – good

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.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings
30 Nov 2018	Announced (short notice)	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed 4 - Good Not assessed
20 Nov 2017	Announced (short notice)	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed 5 - Very good 5 - Very good
8 Sep 2016	Announced (short notice)	Care and support Environment Staffing Management and leadership 4 - Good Not assessed 4 - Good 4 - Good
26 Aug 2015	Announced (short notice)	Care and support Environment Staffing Management and leadership 4 - Good Not assessed 3 - Adequate 3 - Adequate
27 Aug 2014	Announced (short notice)	Care and support Environment Staffing Management and leadership 4 - Good Not assessed 5 - Very good 5 - Very good
2 Aug 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed 6 - Excellent 5 - Very good
26 Sep 2012	Unannounced	Care and support Environment Staffing Management and leadership 6 - Excellent Not assessed 6 - Excellent 6 - Excellent
11 Aug 2010	Announced	Care and support Environment Staffing 6 - Excellent Not assessed 5 - Very good

Date	Type	Gradings	
		Management and leadership	Not assessed
29 Jul 2009	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
1 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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