

# with YOU East Craigs Learning Disabilities Service Housing Support Service

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Edinburgh  
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Telephone: 01312012938

**Type of inspection:**

Unannounced

**Completed on:**

9 March 2020

**Service provided by:**

with YOU

**Service provider number:**

SP2004005200

**Service no:**

CS2003055952

## About the service

With YOU East Craigs Learning Disabilities Service provides housing support and care at home services to adults with learning disabilities. The service operates from a staff base in West Edinburgh and covers a satellite service in West Lothian. The level and type of support is based on individuals' assessed needs. At the time of the inspection 24 people were using the service, supported by 14 full and part time staff, four supervisors and a bank of relief workers.

The aims of the service are as follows:

"Provide quality support, promoting personal development, new opportunities and aspirational choices; Promote well-being; Involve people we support in all aspects of the service; To continually improve what we do; Have an experienced, motivated, trained and committed staff team; To promote the service and participate in the wider community."

At the time of the inspection there was no manager in post. The service was being overseen by the head of operations.

## What people told us

During this inspection, we met with and sought the views of six people who use the service and their relatives. We also took into consideration the feedback within the five questionnaires that were returned to the Care Inspectorate. Comments included:

"My support makes me feel safe"  
"The service is good from With You"  
"The staff do a good job"  
"I like everyone, they are kind."

One person described the service as empowering them to make better, healthier choices. This had supported them to change their life for the better.

Another person was able to communicate that they were very happy and liked all of the staff they were supported by.

## Self assessment

The service was not asked to complete a self-assessment in advance of the inspection.

## From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of staffing	not assessed
Quality of management and leadership	4 - Good

## What the service does well

With You East Craigs Learning Disabilities Service provided a truly personalised service for adults with learning disabilities. Support was designed around the needs and wants of people, rather than a one-size fits all approach. This enabled people to achieve some very good outcomes.

For example, staff worked closely with a person to develop their skills and confidence to use public transport. This had been a longstanding aim and was a significant achievement for the person, improving their independence. The outcome had been worked towards for some time, and its success demonstrated good planning, communication, and trust.

The service supported people who experienced self-neglect to improve their mental wellbeing. This had transformed their confidence and social inclusion. People were also budgeting their money better, forming a more positive routine and increasing their life opportunities. For example, we spoke with someone who had been supported to make significant life changes and was planning their first holiday. This was an exciting and life enhancing new experience for them.

There were examples of some people experiencing difficult times, such as stress and distress, throughout the year. The service liaised with health professionals to develop strategies and their understanding in relation to complex needs. We were impressed by people's outcomes as their mental and physical wellbeing had been significantly improved.

This multi-disciplinary approach had developed staff confidence and practice. Working with professionals from health and social work appeared embedded in the service culture.

We observed staff interactions with people receiving support, and saw skilled, warm and meaningful exchanges. Staff demonstrated good values and always offered people choice and included them in decision making. They also had the ability to meet people's diverse needs, which were varied across the service, from mild to complex. People and families could be confident that staff knew and met needs well.

Staff received good quality training, both mandatory and additional courses, which had further developed their practice. There was positive morale and a level of consistency within the workforce, which promoted good relationships. Being supported by familiar, informed and positive workers was important for people.

Staff told us that they felt supported by the management team which gave them assurance and confidence to do their job well. This combination of positive morale and a skilled, consistent staff team resulted in people having very good outcomes and life experiences.

## What the service could do better

People who used the service had a support plan that detailed their needs. These were, overall, of good quality and highlighted people's core needs. They were also person-led and captured people's strengths, interests, likes and dislikes. However, the plans could be improved by being more outcome focused. They should record and measure people's personal outcomes to ensure that support is purposeful and working well. Positive outcomes were clearly happening in practice but should be better evidenced in the plans.

The service had an effective system of recording accidents, incidents and significant events. We reviewed these documents and they were appropriate and informative. However, there were occasions when the Care Inspectorate should have been notified of events and were not. We asked management to improve notifications because they allow us to develop our understanding of services and provide support and advice when needed.

The service had a development plan that highlighted what it wanted to improve and achieve in the coming year. This was a generally comprehensive and insightful document. However, it could be improved by more explicitly including the opinion of people, families, staff and professionals. A more inclusive development plan is likely to produce even more meaningful, rich and diverse points. This can help services further improve and give people a sense of inclusion and ownership.

## 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
3 Dec 2018	Announced (short notice)	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed 4 - Good Not assessed
4 Oct 2017	Announced (short notice)	Care and support Environment Staffing Management and leadership 6 - Excellent Not assessed Not assessed 6 - Excellent
26 Jan 2017	Announced (short notice)	Care and support Environment Staffing Management and leadership 6 - Excellent Not assessed 6 - Excellent Not assessed
27 Jan 2016	Announced (short notice)	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed 5 - Very good 4 - Good
30 Sep 2014	Announced (short notice)	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed 5 - Very good 5 - Very good
27 May 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership 6 - Excellent Not assessed 6 - Excellent 6 - Excellent
14 May 2012	Unannounced	Care and support Environment Staffing Management and leadership 6 - Excellent Not assessed 6 - Excellent 6 - Excellent
29 Sep 2010	Announced	Care and support Environment Staffing 6 - Excellent Not assessed Not assessed

Date	Type	Gradings	
		Management and leadership	6 - Excellent
2 Feb 2010	Announced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 5 - Very good Not assessed
16 Dec 2008	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good

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