

with YOU Edinburgh Mental Health Service Housing Support Service

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Unannounced

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Service provided by:
with You

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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. The service is provided by with YOU, a charitable organisation previously operating within Places for People.

Support is provided to people with enduring mental health issues, physical disabilities and acquired brain injuries who live in their own homes. The service has an office base in the Dalry area of Edinburgh. Support is delivered to people living locally to the office and throughout Edinburgh.

45 people were supported by the service at the time of the inspection. Support packages ranged from two hours each week to 24 hours every day.

The service aims and objectives state that:

"support is provided that recognises individual choice and people we support feel involved, secure and confident. The service will work to improve the health, safety and wellbeing of both staff and people we support".

This inspection was carried out by inspectors from the Care Inspectorate using virtual technology, along with a short site visit to the service office.

We evaluated the service based on key areas that are vital to the support and wellbeing of people experiencing care and support. We also looked at infection prevention and control practices with reference to the Covid-19 pandemic situation.

What people told us

We spoke with six people experiencing care and support using virtual technology. They confirmed they were happy with the care and support they received. People also told us about the good relationships they had built with the staff team and that they felt comfortable with the staff that were supporting them. Comments from people experiencing care and support are noted in the main body of this report.

We spoke with three relatives of people experiencing care and support who praised the service. They spoke highly of the staff who delivered care and support to their loved ones. Comments from the relatives we spoke with are noted in the main body of this report.

We also spoke with three health professionals who work closely with the service. They spoke positively of their professional relationships with the staff team and felt people's health and wellbeing needs were being met as a result of the care and support delivered by staff. Some reported being unclear of the aims of the service and we asked the service to consider how this could be improved.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	5 - Very Good
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How good is our staff team?	5 - Very Good
How good is our care and support during the COVID-19 pandemic?	5 - Very Good

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

5 - Very Good

A focus area of this inspection was to evaluate how people's wellbeing was supported. We found the service to be operating at a very good level for this quality indicator with major strengths in supporting positive outcomes for people.

People experiencing care and support from the service had a positive experience. People told us how much they valued the support they received and the positive impact this has had on their lives. Staff spoke positively about their role in improving people's lives. New staff members were introduced to the people they would be supporting slowly. This allowed time for relationships and trust to be established.

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. Staff shared their stories in a series of newsletters titled 'Our People'. This helped people feel assured that they were being supported by qualified members of staff.

People experiencing care and support were encouraged to participate in the development of the service. People regularly gave feedback on the service and staff performance. Publications celebrated people's achievements which empowered people using the service and promoted involvement.

The service has developed a strong focus on mental health support and activities that staff supported people with were linked to improving mental health outcomes. People felt listened to by the service. One person receiving support commented:

"being listened to makes a big difference to me - I know I can speak without being judged".

Personal plans were person centred and easy to follow. Plans were detailed with emphasis placed on areas specific to each person's support needs. People were involved in a range of activities and the service worked alongside other providers to help people achieve their agreed outcomes. Support delivered was regularly reviewed which ensured people's support fitted their current needs and identified outcomes.

Systems in place helped ensure that people's health and wellbeing benefited from the care and support with YOU provided. Risk assessments were regularly reviewed to assist keeping people safe. People were supported with medication and systems for this were audited to ensure people's continued good health. Where people were supported with finances this was also audited. One family member we spoke to informed us of a potential financial abuse situation where the quick actions of the service had helped safeguard her relative.

Staff demonstrated a clear understanding of their role in the protection of people. Strong procedures were in place which staff knew how to follow. This provided assurance that people were being kept safe due to the support they received from the service.

Relatives reported that the support their loved ones received from the service made a significant difference to their lives. One family member told us:

"if we took these 2 hours from with YOU away, I don't know where he would be".

How good is our staff team?

5 - Very Good

Under this key question we looked for staff to have the right knowledge, competence and development to care for and support people. We found the service to be operating at a very good level for this quality indicator with major strengths in supporting positive outcomes for people.

The recruitment of new staff was carried out in a safe manner with systems in place to reduce risks to people being supported. Induction and probationary processes were robust with emphasis on training and ensuring staff felt equipped to start supporting people effectively. Staff confirmed that they felt equipped to do their job to the best of their ability. Staff had a good knowledge of the Health and Social Care Standards which underpinned their practice. This ensured people were supported by staff who were suitable for their role.

All staff were registered with the Scottish Social Services Council (SSSC) and many had undertaken qualifications relevant to their post. Staff had undertaken training in professional boundaries, adult support and protection and the administration of medication which were all vital to their roles. Training records kept were robust, detailing training attended and highlighting when refreshers were due. People were protected from potential harm due to staff being adequately trained to keep people safe.

Staff reported that they felt encouraged and supported at work. Rotas were planned in advance which aided staff in creating a positive work / life balance. This helped ensure staff stayed well and were in a positive frame of mind for delivering support to people.

People were clear about their roles and the service had a good structure which supported personal development. Senior support workers had line management responsibilities and assisted the service manager with the development of the service. Staff told us they were happy at work and many had aspirations to build a career within the with YOU group. The dedicated staff team increased stability in the service which helped people build trust in the support they received.

Supervision took place regularly in line with organisational policy. Staff felt supported and encouraged by the process of supervision and we saw evidence of staff being able to influence the direction of the service through supervision. Supervision and observed practice meetings ensured that staff had knowledge, skills and an understanding of current best practice. This gives assurance that people's health, safety and wellbeing are protected.

Communication between staff was very good. We saw examples of groups of staff involved in one person's support coming together to reflect on their practice. This demonstrated a desire to achieve the best possible outcomes for people. Senior staff held regular meetings where people experiencing care and support were given priority over all other discussion areas. This showed that people were at the heart of all work undertaken in developing the service. We asked the manager to consider introducing full team

meetings to ensure all staff could contribute to the development process.

Relatives told us of the importance of having a strong staff team in place. One relative who had previously struggled with caring for their loved one with no support told us:

"they're like wee angels - they bring humanity into our life and I feel my load is shared as well."

How good is our care and support during the COVID-19 pandemic?

5 - Very Good

To assess how the service had responded to the Covid-19 pandemic we sought assurance that infection prevention and control practices were safe for both people experiencing care and support and for staff. Infection control practices in the service were evaluated as very good. There were major strengths demonstrated in supporting positive outcomes for people.

Staff displayed good knowledge regarding safe infection prevention and control practices. Observations during our office visit evidenced that this knowledge was put into practice. Staff could tell us what items of Personal Protective Equipment (PPE) should be used for different tasks. Senior staff carried out PPE audits to ensure continued compliance in this area from support staff.

Staff wore fluid resistant surgical masks when office based and when carrying out support. When supporting people in their homes, staff remained socially distant whenever possible and asked for windows to remain open to support good air flow. This followed best practice guidance and assisted with the continued protection of people and staff from harm.

A Covid-19 service risk assessment underpinned all practice related to the pandemic. Staff had completed a range of training related to the pandemic and could evidence that learning from the training had enhanced their practice. The service had a Covid Awareness Pack for staff covering all aspects related to the Covid-19 pandemic including self-isolation and approved PPE processes. We identified that a small number of staff seemed unclear regarding the safe disposal of used PPE and the safe washing of clothing used for work. We asked the manager to ensure those staff members carried out refresher training.

Staff hand hygiene was very good. Staff carried around their own supply of alcohol based hand rub and this was readily available in the service office. The office was clean and welcoming. Staff told us about the role they play in keeping the office area clean and the purpose of using different cleaning products. Frequently touched points were given additional attention and this process was documented. This helped keep staff safe at work and reduce the potential spread of the Covid-19 virus.

Staff reported feeling safe and supported at work throughout the Covid-19 pandemic. Wellbeing advice was available for staff and they were encouraged to make use of an employee assistance programme to discuss their wellbeing. Staff were aware of potential Covid-19 symptoms to look for and were fully compliant with testing requirements. This helped minimise the risk of infection for staff and people being supported.

Complaints

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

Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.1 People experience compassion, dignity and respect	5 - Very Good
1.2 People get the most out of life	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good

How good is our staff team?	5 - Very Good
3.2 Staff have the right knowledge, competence and development to care for and support people	5 - Very Good

How good is our care and support during the COVID-19 pandemic?	5 - Very Good
7.2 Infection prevention and control practices are safe for people experiencing care and staff	5 - Very Good

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