

## East Lothian Services Housing Support Service

168 High Street  
Musselburgh  
EH21 7DZ

Telephone: 01316 655 818

**Type of inspection:**  
Announced (short notice)

**Completed on:**  
21 February 2023

**Service provided by:**  
Penumbra

**Service provider number:**  
SP2003002595

**Service no:**  
CS2017358978

## About the service

Penumbra's East Lothian Services provides practical and emotional support for people experiencing mental health challenges. The service operates from an office in Musselburgh. The support is offered on a one-to-one basis at people's homes, in the community and group workshops. The level and type of support is based on individuals' assessed needs. There were 134 people experiencing support with the service during the inspection. The service was registered with the Care Inspectorate on 27 October 2014 and is managed by Penumbra.

## About the inspection

This inspection took place on 13 and 15 February 2023 after 72 hours notice to the service. The inspection was conducted by one inspector from the Care Inspectorate. To prepare for the inspection we reviewed information about this service. This included registration information, information submitted by the service and intelligence gathered since the last inspection.

We evaluated how well people's health and wellbeing was supported, the infection protection and control practices, the quality of management as well as people's personal plans.

To inform our evaluation we:

- spoke with nine people using the service and a professional working with the service
- spoke with six care staff and the manager
- observed how well care staff supported people
- visited the office to see how it was run
- reviewed documents and electronic records.

## Key messages

- Support workers had time to provide support with empathy and work towards achieving personal outcomes with people.
- Support workers actively encouraged people to engage in meaningful activities.
- The group workshops needed to start again.
- Staff were well trained and supported.
- Staff followed infection, protection and control guidance well.
- Managers were competent and approachable.
- People's personal plans were thorough and up to date.

## 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
How good is our leadership?	5 - Very Good
How well is our care and support planned?	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

We evaluated the service as operating at a very good level for this key question. There were significant strengths with the care and support provided and how this supported positive outcomes for people.

People reported being listened too with compassion, dignity and respect. There was a considerable appreciation of the person-centred approach, support workers recognised people as experts on their own experiences, needs and wishes. The service employed peer support workers with experience of mental health recovery which enhanced this inclusive and empowering approach. Support workers had time to provide support with empathy and work towards achieving personal outcomes with people. The group workshops needed to start again, these are on various topics and are important to build, maintain or re-gain confidence. This service were aware of this and had a plan in place.

Examples of comments are:

"I can openly speak and feel comfortable."

"This service has changed my life. The respect I have been given as a person has been mind-blowing."

"I think it is first class, really nice and supportive and do a lot of thinking."

"They do a very good job, they are understanding and help me get through this trying time I've been under."

"I am seen as a person."

"With Penumbra it feels like they genuinely care."

People felt enabled to get the most out of life with support to develop their skills, interests and strengths. Support workers actively encouraged people to engage in meaningful activities; this kept people stimulated, engaged with interests and connected to the community.

Examples of comments are:

"I am planning to go down the beach path on my own as a big target, doing this in steps."

"Lots of things getting sorted financially and getting there physically too."

"Six months ago I needed diazepam to get bread and milk from the shops, can actually feel that I have a future now."

There was a good supply of personal protective equipment such as gloves and aprons (PPE) for staff. We observed and people told us that staff used PPE appropriately. Staff had completed training for safe infection, prevention and control practices. Where appropriate, people were supported to clean and tidy their accommodation and attend to domestic tasks. Covid-19 testing of staff and self-isolation periods (if have a positive test) were taking place in line with current guidance. These measures aided the continued protection of people and staff from harm.

**How good is our leadership?****5 - Very Good**

We evaluated the service as operating at a very good level for this key question. There were significant strengths with the leadership and quality assurance.

People considered that managers were responsive to any issues they raised, were courteous and respectful and the issues were resolved. The planning of the support visits was well-organised with people deciding when the visits happened with their support worker rather than the office controlling the rota. People said the support workers were consistent and on time, an example is "I always get the same person, good continuity, not any strangers." Due to the type of contract with the East Lothian Health and Social Care Partnership, the number and length of support visits each week could be flexible, with the supported person and their support worker able to make this decision. This allowed a more inclusive approach for people to make decisions and choices about their care and support. A person experiencing support said "they come and see me in my own house...I feel safe speaking in my own flat."

Staff recruitment and induction processes were well organised. Training was comprehensive with a good level of completion. There was good informal support provided to staff, though more regular face-to-face supervision sessions and direct observations of practice need to take place. However monthly team meetings were occurring. This ensures staff have the necessary information and support to provide quality care based on relevant evidence, guidance and best practice.

**How well is our care and support planned?****5 - Very Good**

We evaluated the service as operating at a very good level for this key question. There were significant strengths with personal planning.

Penumbra uses I•ROC wellbeing for personal planning. This is an outcomes based approach to support people's recovery. People's choices and preferences were well recorded. A person told us "I have done the I•ROC and have a wee planner now and working on my self-worth." Steps were worked out with people to be able to fully reach their outcomes (e.g. from being able to leave the house to a day trip using the bus). This made people feel safe and protected but have the opportunity to take informed risks. An example of a comments is "I am getting out more as had a fear of going out, gradually trying to get me out and do stuff and over time I have felt more confident." Safety plans were in place to recognise, respond and reduce incidents (for example, for self-harming or domestic abuse). A person told us that the support worker "helps me books appointments and helps me when I'm self-harming and getting rid of my medication that I can hoard and be a suicide risk."

Personal plan updates were recorded regularly and promptly as were any changes in actions needed. Three monthly reviews were taking place for people to assess the progress of their recovery so far. This ensured that personal plans remained right for people as their needs change and to make sure that everyone has the opportunity for their views to be heard.

## 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).

## 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
1.5 People's health and wellbeing benefits from safe infection prevention and control practice and procedure	5 - Very Good
How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good
How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	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.