

# Edinburgh Mental Health Service Housing Support Service

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

**Completed on:**  
17 November 2025

**Service provided by:**  
with You

**Service provider number:**  
SP2004005200

**Service no:**  
CS2003055992

## About the service

Edinburgh Mental Health Service is a combined care at home, housing support service based in Edinburgh. The service supports adults with mental health issues to live independently within their own homes and communities.

The provider, Care Support Scotland Ltd, has been registered with the Care Inspectorate to provide the service since 30 August 2025.

## About the inspection

This was an Announced (short notice) inspection which took place between 11 and 17 November 2025. The inspection was carried out by an inspector from the Care Inspectorate.

To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with seven people using the service
- spoke with six staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals

## Key messages

- People were generally very happy with their support service.
- People were supported well to manage their health and wellbeing.
- Staff described good team work and helpful communication within their team.
- Staff had concerns regarding changes to staffing approaches, which managers agreed to give additional guidance and support for.
- Mediation, personal monies and personal planning processes were robust and audited well.

## 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 staff team?	4 - 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 observed positive and compassionate interactions between staff and people using the service. Trusting relationships had been developed, which people described as supporting their health and wellbeing.

People were supported, where appropriate, with a range of aspects of their healthcare, including medication and attending appointments. Staff recorded daily interactions which enabled the team to have an overview of the person's wellbeing. This supported quick interventions when people's physical and mental health was negatively impacted.

The service had developed supportive relationships with specialist and community based healthcare agencies and professionals. This supported a consistent approach to supporting people's health and wellbeing.

Medication was managed well, with regular audits to ensure this was administered correctly. Some people were independent and required minimal support, while other people benefited from direct support with their medication. This ensured that care and support was person centred.

People were supported to be as physically active as they wished to be, and engage in their local community. One person commented "they support me to get out for a walk every day". This enabled people to enjoy social time with staff and engage in physical activities.

People were supported where appropriate with making meals. These reflected the person's preferences and choices, while encouraging people to be as independent as they could be.

## How good is our staff team?

## 4 - Good

Staffing arrangements were managed well, with staff skills and experience matched to people's care and support needs. People were able to actively express their preferences of staff, which were accommodated where possible.

Some people described that they generally had the same small team of staff working with them. This ensured that people benefitted from meaningful conversations and interactions which supported their wellbeing.

Other people however, described the service as being short of staff at times, with a high turnover of staff. This had impacted on their support times and meant changes in people's support team, after relationships had been developed. People described this as being unsettling.

When discussing short staffing, staff explained that they tended to respond flexibly to situations to ensure support was consistent and stable for people.

The managers described a forthcoming change to how the service would manage people's support times. This was to be implemented a few weeks after the inspection. This approach appeared to be focused on ensuring a more flexible process of managing staff time, to support a more reactive service for people. This approach would also support people to plan and access support when they needed it. Staff were concerned that they were unsure what this would entail and suggested that additional guidance and support was

required to prepare them for the changes. The managers agreed to implement additional support to ensure all staff were confident about how this would be managed. We will follow up this change in approach at our next inspection.

Staff described that the team worked well together and that good communication from their colleagues and managers supported their daily working. At team meetings there were opportunities to discuss their work and how best to improve outcomes for people. Staff appreciated these opportunities to develop their practice and share information and observations. This meant that staff were up to date with information that supported outcomes for people using the service.

## 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
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good

  

How good is our staff team?	4 - Good
3.3 Staffing arrangements are right and staff work well together	4 - Good

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