

Health in Mind - Support from Home Housing Support Service

14 Lothian Street
Bonnyrigg
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Telephone: 0131 663 1616

Type of inspection: Unannounced
Inspection completed on: 10 May 2017

Service provided by:
Health in Mind

Service provider number:
SP2004005543

Care service number:
CS2004077119

About the service

The "Support from Home" service provided by Health in Mind is based at the Orchard Centre in Bonnyrigg. It was registered as a Housing Support Service with the Care Commission in October 2004. It is integrated into the Orchard Centre Service.

The aim of the service is to support members in regaining, maintaining and developing the practical and emotional skills necessary for achieving a positive quality of life. People are supported to get to the Orchard Centre if they wish, with budgeting, managing their home, generally getting out and linking into activities within the community.

People are also supported when attending meetings, appointments and reviews, with staff helping to build on people's confidence and motivation. These are all task focused and with short term goals agreed between the member and the service.

What people told us

We considered information gathered through contact with a person who had used the service, as well the information obtained from our pre-inspection information gathering questionnaires. The Care Inspectorate routinely issue these for completion by people using services.

The feed back we received was generally very positive, with people identifying the quality of staff as a significant factor for them. Some people described how the service had helped them achieve key goals and change aspects of their lives that were fundamentally important.

We received some feed back which identified uncertainty as to the times when support was scheduled to be delivered as an area for improvement.

Self assessment

The current methodology does not require services to submit a self-assessment during inspection year 2017-2018.

From this inspection we graded this service as:

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

What the service does well

The service have established very good working relationships with a range of service and agencies from across health and community settings. When we looked at service user records, we noted that there were close links to the local Joint Mental Health Team. In addition, we saw that people were supported to access the likes of Advocacy, Citizens Advice, Housing, Social Work and the Benefits Agency. We recognised that staff helped empower people to engage with resources that were essential to promoting positive well-being outcomes.

The service is based at the Orchard Centre in Bonnyrigg, Midlothian. In addition to providing the office base for the registered serviced, Members (this is the preferred term to describe people using Health in Mind's Visiting Support) were able to access a wide range of additional resources which were ran from, or were organised from these premises. This included a drop in service for social purposes, as well as a range of walking and therapeutic gardening groups. These other services complimented the formal support provided through Visiting Support.

Health in Mind have promoted Member involvement in aspects of service development since the time of their previous inspection. There were a range of opportunities, including: Member participation in staff recruitment, an active forum through which members could offer their views on the service. and a series of social events with a quality assurance element. In addition people had been supported to participate in a dedicated service development day.

The staff who worked in the service spoke positively about their work. They had training which supported the delivery of effective support to the people they worked for. This helped ensure that service delivery was well informed and effective.

In addition , we saw that staff had access a range of other supports, including supervision, appraisal and team meetings. This allowed staff to discuss their practice reflectively and share views on their personal and service development. Staff told us they felt valued by the organisation and that their management was supportive and accessible.

Member feed back identified the quality of staffing as a significant factor, people said staff worked from an informed perspective and delivered support on a person-centred basis.

What the service could do better

At our previous inspection we identified support planning documentation as an area for development. When we considered Member files we saw that there was still some inconsistency in the quality of the support planning and risk based recordings and in some examples we looked at, we noted that the service had not always met the statutory time intervals for updating support plans and facilitating service reviews.

We have repeated our previous recommendation and discussed the development of quality audit systems with the registered manager at feed back. This will help ensure that the service address these issues and maintain the current grades at our next inspection.

We had previously asked the service to develop a matrix which would help ensure that they adequately document when staff training was undertaken and when refresher training was required. During inspection we saw that the service had now done this, albeit that the system only supported the addition of training undertaken since the matrix was produced. This meant that we were still unclear as to the time intervals for essential refresher training updates.

The service should consider this and seek to obtain information needed to populate the matrix and ensure managerial overview of essential learning. By doing this, the service will also ensure that staff evidence competency and learning required for registration with the Scottish Social Service Council (SSSC). The provisional date of the register opening for support workers in this service area is September 2017 .

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The service should hold reviews at a minimum of six monthly intervals. The review discussion should seek to evidence the views of people who use the service, fully capturing their opinions on quality of support, the achievement of goals and outcomes and any issues with improvement and development of their service.

The National Care Standards-Standard 6, Choice and Communication and Standard 4, Housing Support Planning.

Complaints

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

Inspection and grading history

| Date | Type | Gradings |
|-------------|--------------------------|---|
| 3 Feb 2016 | Announced (short notice) | Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good |
| 22 Aug 2013 | Announced (short notice) | Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent Management and leadership 6 - Excellent |
| 26 Feb 2013 | Unannounced | Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent Management and leadership 6 - Excellent |
| 3 Feb 2012 | Unannounced | Care and support 5 - Very good Environment Not assessed |

| Date | Type | Gradings | |
|-------------|-----------|---------------------------|---------------|
| | | Staffing | Not assessed |
| | | Management and leadership | Not assessed |
| 12 Mar 2009 | Announced | Care and support | 5 - Very good |
| | | Environment | Not assessed |
| | | Staffing | 5 - Very good |
| | | Management and leadership | 4 - Good |

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