

# Health in Mind Trauma Services Housing Support Service

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Edinburgh  
EH2 4RT

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Type of inspection: Unannounced  
Inspection completed on: 4 May 2017

**Service provided by:**  
Health in Mind

**Service provider number:**  
SP2004005543

**Care service number:**  
CS2004056307

## About the service

The service is registered as a Housing Support Service and provides a service to adults within their own homes and in shared accommodation in Edinburgh.

At the time of inspection service provision was based on Pathway (Women). Pathway (Women) provides practical and emotional support for women who were sexually abused in childhood. The support is offered on a one-to-one basis, is person centred and recovery focused. The service has its own aims and objectives which are updated on a regular basis.

A Variation to the service was submitted during inspection. This focused on registering the following services under Health in Mind Trauma Services.

Oasis: Oasis is for women (aged 16 and over) living in South Edinburgh who have mental health difficulties and/ or are survivors of childhood sexual abuse. Oasis workers provide a confidential service which includes practical and emotional support on a one-to-one basis.

Pathway (Men): Pathway (Men) offers support to men (aged 16 and over) from Edinburgh and the Lothians who have experience of childhood sexual abuse, or domestic violence, or rape in adulthood. Emotional and practical support is provided weekly either in our offices or out in the community. Both emotional support and practical support are offered to help the men make changes to their lives.

## What people told us

During the inspection we were unable to speak directly with any people using the service. Instead, we took into consideration information obtained from four returned care standards questionnaires. The Care Inspectorate routinely issues these as part of our pre-inspection information gathering.

We also took into account information obtained from the provider's own quality assurance materials.

The general tone of feedback was very positive, with people highlighting the positive outcomes derived from their support.

One person was unhappy with the charges associated with using the service. These charges originate from the service commissioner and their charging procedures, not from the service provider.

## Self assessment

The current inspection methodology does not require a service to submit a self - assessment.

## 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 works with people on a person-centred basis, delivering support at a pace and level which suits the needs of the people they worked for.

There was well established partnership working with a range of community and health based resources. This helped empower the people using Health in Mind support to access the services they needed in order to promote and maintain positive well being outcomes.

When we looked at the records the service maintains in order to evidence the support provided, we saw that staff helped people to effectively address issues around benefits, access to funding for furniture and other goods, as well as engage with health and community based professionals.

In addition, staff offered the opportunity to talk therapeutically about a wide range of issues, associated with past trauma and current living circumstances. It was clear from feed back received from our pre inspection information gathering questionnaires, and from the providers own quality assurance material, that this was a valued aspect of the support provided.

The staff training records showed that they had access to learning directly relevant to the support provided. Staff told us that they felt valued in their work and that they received regular supervision and appraisal. This helped them identify learning needs and talk reflectively about their work.

Additional support and learning, was provided by regular team meetings. Team meetings also provided a platform through which staff could contribute to on-going service development. In addition, we heard that staff could speak with management informally and that these type of conversations contributed to their work practice.

## What the service could do better

We considered the paperwork the service maintains around support offered and planned and saw that there were areas for improvement around maintaining and updating documentation in line with regulatory guidance.

We highlighted examples of this to the management team, also referring to some examples where the service did not always follow their own procedural guidance around generating additional or updated paperwork following changes to the levels of perceived risk in a support package. This was an area for improvement we highlighted at our previous inspection of the service.

When we looked at service reviews, we felt there were areas for development around evidencing the outcomes arising from the support provided and documenting service users views on the quality of support and staff.

We discussed these issues with management and received reassurances that the service would address improvements in the paperwork we looked at. We heard that a soon to be introduced suite of support planning documentation would help ensure that the quality of recordings matched the quality of support outcomes for people using the service.

There were challenges within the service around providing support when Project Workers were either on holiday or absent from work for other reasons. We noted gaps in the support provided on this basis. We discussed this with management and suggested that alternatives to direct provision were documented in the support

agreement. This may on occasion involve support through telephone discussion or through the use of the service's relief staff, depending on the immediate needs of the service user.

## 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).

## Inspection and grading history

Date	Type	Gradings
27 Jan 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
23 Jan 2014	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
26 Oct 2010	Announced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership Not assessed
20 Jan 2009	Announced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good

Date	Type	Gradings

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