

Edinburgh Mental Health Service Housing Support Service

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Type of inspection:

Unannounced

Completed on:

29 January 2020

Service provided by:

LinkLiving Limited

Service provider number:

SP2004004684

Service no:

CS2015341373

About the service

Edinburgh Mental Health Service is one of a number of registered LinkLiving Ltd services provided in Scotland. The service is registered with the Care Inspectorate to provide a housing support and care at home service to adults and older people with mental health problems living in their own homes.

At point of inspection 66 people were being supported by a whole time equivalent of 12.3 staff. There were 2.5 peripatetic workers who provided cover for staff leave and absence. Support packages varied with some people receiving one hour of support weekly to others receiving higher packages of care, including support to manage medication and with personal care.

The service was organised with teams covering Leith, Stockbridge, South and West Edinburgh and now had a central office suite in the Meadowbank area of Edinburgh which provided increased space, comfort and privacy for meetings, training, service user forums and group work. There was a dedicated worker for the Future Pathways service which supports people who were abused as a child in care in Scotland.

LinkLiving has statements of aims and values including:

- To respond to individual and changing needs
- To promote recovery in personal health and quality of life
- To enable people who have a range of reasons for needing support to lead more independent lives
- To treat people with dignity and respect and develop positive trusting relationships
- To support people in a person-centred way which builds on their strengths
- To assist people to feel more included by being active in their communities
- To empower people to feel more in control of their lives and make informed choices.

What people told us

We received six care inspection questionnaires that people receiving support had completed. We met with four people in their homes, met with one person in the community, telephoned three people, spoke with a relative of a person supported and received email feedback from a person's social worker.

Comments indicated an overall high level of satisfaction with the quality of care and support and the quality of staffing and management of the service.

Feedback included the following comments:

'Things have really improved since a few years back when there had been a lot of changes to staff. I can really talk to my support worker and we have a great relationship. I went through a really stressful time recently and they were so supportive and I felt were really on my side when I needed them.'

'Yes I have consistent staff. The support is OK. Maybe could be better when I am unwell as my condition means I sometimes don't know what is happening.'

'The support for my relative has been extremely positive - they are bright people and are very aware of my relative's support needs. They have provided amazing support to my relative and they are very good at listening and responding to any concerns.'

'A very caring thoughtful and professional service.'

'I have been supported by Link for a long time. All the carers are absolutely wonderful. They have been so kind to me and go that extra mile. We have a great laugh too.'

Self assessment

There is no requirement for care services to provide self assessments for the inspection year 2019/20. Issues relating to quality assurance, feedback from people using the service and their relatives along with the quality of the service's improvement plan are considered throughout the inspection.

From 1 April 2018, the new Health and Social Care Standards replaced the National Care Standards. These seek to promote and improve outcomes for people who experience care. Services should now be providing support in accordance with these standards.

These are:

- 1: I experience high quality care and support that is right for me.
- 2: I am fully involved in all decisions about my care and support.
- 3: I have confidence in the people who support and care for me.
- 4: I have confidence in the organisation providing my care and support.
- 5: I experience a high quality environment if the organisation provides the premises.

The full standards can be viewed at:

<https://scotgov.publishingthefuture.info/publication/health-and-social-care-standards-my-support-my-life>

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

Staff demonstrated that they were caring and compassionate and valued the people they supported. People were treated with dignity and respect and supported to reach their potential and be involved in their local communities. The new hub base afforded opportunities for people supported to meet, socialise in a spacious facility, be involved in activities and develop new skills. This was helping to decrease isolation and helping people to build social networks, improve their self-esteem and build their confidence. A six week course had been planned to support people learn strategies to manage anxiety.

There had been a well attended service user conference. People's suggestions had been recorded and acted upon. For example, a person we met during the inspection had been involved in outings and in the women's group and said that this had been of real benefit to them and other people involved.

They commented:

'What is great is that people can have lots of meetings but nothing ever happens. This was different. We had our conference which was really good and our views and suggestions were listened to and things have actually happened and more things are planned.'

There were other opportunities for involving people such as training being provided for people support to be involved in staff interviews. People we spoke with who had been involved in this had enjoyed this opportunity and had learned new skills in the process. This meant that people who are supported have influence over the staff that are recruited to care for them.

People told us about the positive relationships they had with staff and how they went out of their way to help them:

'Really happy with my support. They are wonderful and have been so flexible and helpful when supporting me with hospital appointments.'

People also told us that the support they received had significantly improved their quality of life and given them hope for the future:

'The support I have had has been life changing. I can't believe what I have managed to achieve in such a short space of time and that is thanks to the incredible support (name of staff member) has given me. I feel more confident and have managed to get out of the house and started to go to things happening in the community.'

The service had taken action to progress areas for improvement made at the previous inspection. This was to make sure that people's support contained detailed information about signs and behaviours which might indicate that their mental health was deteriorating and would help staff to recognise and take action to ensure the right supports were in place for them. Also to ensure that there was an improved way of feeding things discussed at support reviews into people's support plans. People told us that they were involved in their support planning. One person told us that their plan had been updated with more detail about their mental health support needs and that their worker had been very responsive in alerting the community mental health team when they were becoming unwell. Staff received training in adult support and protection during induction and there were regular staff meetings where any issues of concern about people's health and wellbeing were discussed. The service had acted upon a previous area for improvement in relation to notifying the Care Inspectorate of adult support and protection concerns.

The majority of support plans sampled showed regular review and where people chose not to have involvement in records kept about them, this was signed for. Many documents such as review minutes and risk assessments showed that people had been involved in discussions about their support and had been asked if there was anything that could be done to improve their support.

Support staff spoke highly of the quality of the management team and told us that they had regular opportunities to reflect on their practice, and that management were very much there for them if they needed advice or assistance when they were out in the community supporting people. Newer members of staff described their team as being warm, welcoming and supportive and that this made it easy to ask for advice if there was anything they were unsure of. They had enjoyed an informative induction into the organisation and had lots of opportunities to shadow experienced staff. This meant that people supported had time to get to know any new member of staff. People supported told us that they were given choices in who supported them where possible and that staff gender preference was taken account of when planning their support package.

Staff recruitment followed best practice guidelines and staff were supported to register with the Scottish Social Services Council (SSSC) at an early stage following their appointment and to obtain required qualifications for

their roles. The service had a dedicated training and development officer and a quality assurance officer both of whom were involved in supporting the service to continuously improve the outcomes for people supported and identifying areas where further improvements could be achieved.

What the service could do better

In one of the support plans sampled we could not see clear information in the support plan about signs of deteriorating mental health and have asked the management team to ensure that the support plan is updated to the quality expected. We discussed developing the service improvement plan so that it reflected how the views and involvement of people supported and their representatives were helping to shape future improvements. The service had made good progress in having a trauma informed workforce and further staff training and development was planned for. We considered that more could be done to promote the use of advocacy services, especially for people who had little or no representation. We also discussed standardising the review formats used as these varied across documents inspected. The service should continue to promote best practice in medication recording through their monitoring systems and improve the guidance for staff when supporting people with skin care and applying topical creams.

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.

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

There are no outstanding requirements.

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

Recommendation 1

In order that service users know who is coming to support them with sufficient advance notice, we recommend that the management team review how and when staff rota information is provided to service users.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that 'I know who provides my support on a day-to-day basis and what they are expected to do. If possible, I can have my say on who provides my support.' (HSCS 3.11)

This recommendation was made on 1 April 2019.

Action taken on previous recommendation

The service had taken action to ensure that people knew in advance who was coming to support them. There was improved consistency in staffing and the restructuring into local teams had improved outcomes in this area. This recommendation has been met.

Recommendation 2

In order that the right people are informed at the right time about any adult or child protection incidents, the provider should ensure that the Care Inspectorate are notified of events in line with notification guidance for providers.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that 'If I might harm myself or others, I know that people have a duty to protect me and others which may involve telling the relevant agencies.' (HSCS 3.24)

This recommendation was made on 1 April 2019.

Action taken on previous recommendation

The provider had familiarised themselves with the notification guidance for providers and should continue to inform us of any incidents detrimental to the welfare of people supported and any adult support and protection concerns. This recommendation has been met.

Inspection and grading history

Date	Type	Gradings
6 Feb 2019	Announced (short notice)	Care and support Environment Staffing
		5 - Very good Not assessed Not assessed

Date	Type	Gradings	
		Management and leadership	4 - Good
23 Jun 2017	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good

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