

City of Edinburgh Council Bingham and Randolph Housing Support Service

2 Randolph Crescent
Edinburgh
EH3 7TH

Telephone: 0131 529 3204

Type of inspection:

Unannounced

Completed on:

11 April 2019

Service provided by:

City of Edinburgh Council

Service provider number:

SP2003002576

Service no:

CS2004069170

About the service

This service has been registered since 2004.

City of Edinburgh Council Bingham and Randolph is a housing support service which has been provided by the local authority for a number of years.

The Bingham service provides temporary supported accommodation to people who are homeless. There are fifteen three bedroomed shared flats, two of these have been adapted for disabled access and one flat is used on an emergency overnight basis. At the time of inspection, all flats were occupied and one person was moving on to their new accommodation.

The Randolph service provides supported accommodation for up to 16 people completing the twelve week Lothian and Edinburgh Abstinence Programme (LEAP) which is part of NHS Lothian. The programme supports people who want to achieve a substance free recovery from alcohol or drug misuse. For those graduating from the programme who do not have permanent accommodation, they can continue to be supported for a period of time from a nine single bedroomed house. All graduates from the programme continue to use LEAP's after care services. This may include being a peer support to those going through the programme.

What people told us

We received six completed care standard questionnaires from a sample sent out. Five of these said they either strongly agreed or agreed they were happy with the service.

Some people commented:

'The staff are always friendly and willing to help. I feel if I have any problems with the accommodation, the staff have been very professional and dealt with the problem in a caring and compassionate manner'.

'I've never had any complaints with this service, the staff (all) are very helpful and are always there to help anyway they can, they are and can make you feel like one family'.

'The service does what it says on the tin - it's adequate'

We spoke to ten people being supported and all strongly appreciated the support saying they found staff to be:

'friendly'

'superb'

'I couldn't have done this without them, always there when you needed them'

'staff are very discreet and not in your face'

Self assessment

There was no requirement for the service to provide a self assessment 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 all considered throughout the inspection.

From 1 April 2018, the new 'Health and Social Care Standards' have 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 the guidelines outlined therein.

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.

<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	not assessed
Quality of management and leadership	4 - Good

What the service does well

People using the service had very positive relationships with staff who were open and honest when having any discussions and allowing people opportunities to talk whenever they wanted. Additional information surgeries were offered at weekends for those who could not manage any meetings during the week.

Management and staff had very good knowledge of what is available and were able to signpost people to other agencies or support to make referrals giving people an aim to achieve positive wellbeing outcomes for themselves, for example this could be help with benefits; support for appeals; accessing health services; bidding for permanent housing or to find suitable adaptive housing if required.

One person was in the process of moving to new accommodation and was very grateful for all the support they had received saying:

'sometimes in life you come across good samaritans. At a vulnerable time in my life, you welcomed me, accepted me, supported me and helped me stand on my feet'

People told us they appreciated the structure of the LEAP programme as it allowed them to keep focussed. The additional support from the staff, especially at night which can be a difficult time, meant that people felt safe and listened to:

'really helpful especially during the night'

'felt listened to, can speak to staff any time, I didn't expect that'

'I was terrified before coming in but made to feel welcome and everything was ok'

There was a good peer support network where people who have completed the LEAP programme continue to support others on a voluntary basis. Staff told us this gave people confidence and a responsibility to themselves and each other.

The service sought feedback from people throughout their time at the service and used this information to improve the support being provided, for example, some people had requested welfare checks be carried out at a different time and this was changed to a more amenable time for all. Welfare checks allow staff contact on a daily basis to ensure people's health and wellbeing.

What the service could do better

Support plans and risk assessments were in place for people. The majority of people use the service for a short period of time, however, where people stay for a longer period, there was no review paperwork in place. The service should involve people in the development and review of their plans and risk assessments to allow them to have good support and risk management strategies which are outcome focussed for the person.

The local authority had introduced a 'performance network' which is designed to support conversations with staff to reflect on and to develop their own work practices. Staff told us they felt very well supported by management and their colleagues and had opportunities to discuss issues at handovers and team meetings, however, supervisions were not happening as frequently as the providers policy and procedure expects. We suggested the service look at embedding the new tools and ensure they are used at regular supervisions.

New staff received a comprehensive induction into the service including training from LEAP which is followed up by a number of sessions staff can attend throughout the year. However, the majority of training and refresher training is by e-learning and it was difficult to analyse on the systems used whether staff were completing this. We suggested the service review its recording of training so that management have an overview of staff training needs.

In order to ensure positive outcomes for people, the service should consider staff participate in training relevant to the client groups either currently being supported or who may present for support at any time. This should include, but not be limited to, training in mental health, addictions and recovery, dementia awareness, ADHD, autism awareness, and solution focussed outcomes. The manager confirmed there would be training for staff in autism awareness within the next few months.

We discussed quality assurance systems with the manager as an area for development. Good quality systems allow the manager to monitor the service and improve outcomes for people using the service and to include these in service development plans.

We made a recommendation around supervision and quality assurance.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. In order to reflect on their practice and identify learning and development, all staff should receive supervision as per the providers guidelines.

Health and Social Care Standard 3.14 states:

I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes.

2. In order to be able to monitor and improve, the provider should develop appropriate auditing systems for internal processes.

Health and Social Care Standards 4.19 states:

I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.

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

There are no outstanding recommendations.

Inspection and grading history

Date	Type	Gradings
19 Apr 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 4 - Good
14 Oct 2015	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent Management and leadership 6 - Excellent
5 Dec 2013	Announced (short notice)	Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent Management and leadership 6 - Excellent
21 Jan 2013	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent Management and leadership 6 - Excellent
1 Jun 2011	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent Management and leadership Not assessed
17 Dec 2008	Announced	Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent Management and leadership 6 - Excellent

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