

# Penumbra Dundee Nova Service Support Service

Penumbra  
9 Tay Square  
Dundee  
DD1 1PB

Telephone: 01382 223 487

**Type of inspection:**  
Unannounced

**Completed on:**  
14 December 2023

**Service provided by:**  
Penumbra

**Service provider number:**  
SP2003002595

**Service no:**  
CS2007164367

## About the service

Penumbra is a charity that supports people on their journey to better mental health. Penumbra envisages a society where people with mental health problems are accepted, supported and have resources to fulfil their potential within the community. The Penumbra Dundee Nova project supports people on their journey of recovery, to better mental health, by working with each person to help them find their own way forward. Support is on a one-to-one basis and focuses on individual's hopes and aspirations and what they want to achieve.

The service is provided by a small team of, a manager and three support workers. The project used a recovery model of working with people with mental health difficulties. The manager and support workers develop individual plans with service users which include support for:

- practical issues such as completing benefit forms;
- social support for using community resources and meeting new people;
- emotional support of helping people cope with stressful times;
- physical support in promoting healthy living;
- practical, recovery focused support, which places an emphasis on self management.

## About the inspection

This was a full inspection which took place on 5th and 6th December 2023. The inspection was carried out by one 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 six people using the service
- four staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

**Key messages**

- Most of the people we spoke to told us that they received very good support from the service;
- People told us that they felt fully involved in their support planning and they were treated as the experts on their own mental health support needs;
- Support focused on recovery and most of the people we spoke to told us that they were positive about the future;
- Staff demonstrated strong values, they drew upon their own experiences and were non-judgemental of the people they supported;
- The staff team were very experienced and they approached their work in a caring and reflective manner;
- The staff and the manager told us that they were part of a mutually supportive team;
- The service had a wide range of well written policies and procedures, although some of these should be updated.

**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 leadership?	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 evaluated how well the service supported people's wellbeing and overall concluded that the performance of the service in this area was very good. We identified that there were very few areas for improvement and those that did exist had a minimal adverse impact on people's experiences and outcomes.

Most of the people we spoke to were very positive about the service. People told us that support focused on recovery from mental illness. Most people said that it had given them hope and they were positive about their paths to recovery. The people we spoke to told us that staff treated them with dignity and respect and they were non-judgemental in their approach.

People should experience high quality care based on relevant evidence, guidance and best practice. The service's support follows a recovery model for mental health called I-ROC (Individual Recovery Outcomes Counter). The model was developed by people with lived experience of mental ill health and by mental health practitioners and has been independently validated. It uses a framework based on twelve indicators of wellbeing.

We heard that all staff had experience of working through their own mental ill-health and recovery. We heard from staff that the work they did was more than a job for them, and they gave a strong sense that their work was a way of giving back and indeed re-enforcing to them the benefits of their own recovery. We heard from staff that their own experiences had been an important factor in their motivation to support other people. We found that this common thread was a valuable asset and an important part of the empathy that staff were able to convey to the people they supported. We heard from most of the people we spoke to that their support was built on a conversation between equals and they were seen as the experts on their own mental health. People felt that they were in control of their support and their recovery. They were supported to identify their strengths; support was rights based and solution focused and accordingly was built around what people wanted to work on. We looked at a sample of people's support plans, which we found were person-centred and focussed on people's desired outcomes. For the majority of people who use the service, it had helped them to manage their mental health challenges and begin a process of recovery. Some of the people we spoke to told us that through support their self esteem had improved and their confidence had grown. As a result, they felt more motivated and better able to access community resources and participate in a range of recreational, social, creative and physical activities, which helped them get the most out of life.

**How good is our leadership?****4 - Good**

We evaluated how good the service's leadership was and concluded that the performance of the service in this area was good. We identified that there were important strengths and taken together these strengths clearly outweighed areas for improvement. These strengths had a significant positive impact on people's experiences and outcomes.

We looked at the services policies and procedures. Many of these were centralised and applicable to all or many Penumbra services in Scotland. We found that these were clear and understandable. The service's adult support and protection or safeguarding policy stated what the responsibilities of the staff and the manager were. The complaints procedure explained the service and the organisation's responsibility and accountability to the people they supported. The policy stated who can complain and how they can do this. The confidentiality policy stated what information would be kept confidential and how the service would manage any breaches of confidentiality. It also explained what the rare exceptions and limits of confidentiality were.

People should have confidence in staff because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes. We found that staff had undertaken a wide range of training, which they told us was relevant to their roles and had widened their knowledge base and enhanced their skill set. The staff group were all very experienced and those we spoke to were reflective practitioners. The other professionals told us that staff were good at their jobs and demonstrated strong values. The service had positive links with other health care professionals. This included GPs, community psychiatric nurses, social workers and other health and social care professionals. We concluded that the service had a well established culture of continuous improvement and working well with other organisations. This has ensured the quality of support people have received has been of a consistently high standard. We saw that people who used the service had the opportunity to evaluate the service through regular reviews of their support. People also had the opportunity to complete evaluation forms about the service.

Staff told us that their leaders were approachable and supportive and they were part of a supportive team and organisation. The current manager told us that he felt supported by his staff and senior managers. We noted that the current manager had been in post for seven months, and was the third manager the service had had in a year. We heard that the manager had invested time familiarising himself with the service. This had helped to ensure that the continuity of the service, and the team, was maintained. We established that the service's ethos and values had not been adversely affected by these changes. However, we found that the service's improvement (or development) plan needed to be updated, and we are making this an area for improvement (**see area for improvement 1**). We were encouraged that the manager had already identified updating the service improvement plan was a priority. Given the otherwise very strong performance of this service we were confident that the necessary improvements will be made.

## Areas for improvement

1. To support people's right to experience high quality support, the provider should produce, and regularly review and update, a comprehensive service improvement plan or service development plan, which identifies:

- a) where improvements are required;
- b) what actions are required to make these improvements;
- c) who has overall responsibility for ensuring these improvements are made and
- d) within what timescale they are required.

This is to ensure that care and support is consistent with Health and Social Care Standards (HSCS) which state that: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

## 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
1.1 People experience compassion, dignity and respect	5 - Very Good
1.2 People get the most out of life	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	6 - Excellent

How good is our leadership?	4 - Good
2.2 Quality assurance and improvement is led well	4 - Good

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Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

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