

Penumbra - Supported Living Service (Forth Valley) Housing Support Service

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Type of inspection:
Announced (short notice)

Completed on:
20 March 2024

Service provided by:
Penumbra

Service provider number:
SP2003002595

Service no:
CS2004061899

About the service

Penumbra Supported Living Service (Forth Valley) is part of Penumbra, a national service provider. The service provides a housing support/care at home service to people living in their own home, with a focus on mental health support.

At the time of inspection, there were 47 people receiving support from the service.

About the inspection

This was a short announced inspection which took place between 19-20 March 2024. 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 nine people using the service
- Obtained feedback from staff and management
- Reviewed documents
- Obtained feedback from social work professionals.

Key messages

- Staff treated people with compassion, dignity and respect and people they supported spoke extremely positively about them.
- The service ensured that people were respected and listened to because their wishes and preferences were used to shape how they were supported.
- There were very good systems in place to monitor the service delivery.
- The service had now fully re-established their forum for people who received support called The Place.

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?	5 - Very 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 found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

Staff demonstrated the principles of the Health and Social Care Standards in their day-to-day practice, which promoted a culture of respect. People they supported spoke extremely positively about staff. One person told us, "Staff are friendly and flexible", whilst another said, "They're very, very friendly - I get on well with them all". Another commented that "The key worker I have just now is amazing".

People experienced care and support with compassion because of the warm, encouraging and positive relationships between staff and the people they supported. This helped people to achieve their individual outcomes.

The service ensured that people were respected and listened to because their wishes and preferences were used to shape how they were supported. Personal planning was undertaken in true partnership with people and tailored to their unique strengths and qualities. The personal planning system used a recovery model. One person said, "They do the reports each visit with you, ask questions and what do you think? There's nothing they could be doing differently, they've got it just right", whilst another explained, "I find this very useful. I'll think I've not made any progress, then they'll show me that (personal plan) and I can see that I have".

The service had now fully re-established their forum for people who received support called The Place. People were supported by staff with an enabling attitude and who believed in potential. This included social outings, fundraising events and support to plan upcoming holidays. This increased peoples' mental health and wellbeing, but at a pace that was individual to them. One person told us, "They take me out my comfort zone, which is what I need sometimes, but when I say that's enough they listen", whilst another said, "I go to The Place and like it. I got to meet people that stay close to me".

People were supported to build, maintain or re-gain their confidence and to have a strong sense of their own identity and wellbeing. Staff use their knowledge of the impact of people's health condition or diagnosis when supporting people with this.

People were supported to participate fully as citizens in their local community in ways they wanted. For example, one person had been supported to find work volunteering in a local food bank.

Feedback from social work colleagues spoke positively about the very good outcomes for supported people and directly linked this to the staffs' very good knowledge and understanding of mental health.

How good is our leadership?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

There were very good systems in place to monitor the service delivery. The benefit of this was that people who were using the service were provided with the right care and support in the right place to meet their outcomes. These included, regular peer and team meetings along with regular supervision for staff. Feedback from staff indicated that they felt well supported by management.

A service improvement plan was in place. This was regularly reviewed and updated by the manager. The plan was shared with staff to ensure that they were part of any improvement journey.

People were supported to understand the standards they should expect from their care and support, and were encouraged to be involved in evaluating the quality of the service provided.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

To ensure that the service continues to improve the provider should develop, implement and review an improvement plan that sets out strengths and areas for improvement across the service.

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

This area for improvement was made on 8 November 2023.

Action taken since then

A service improvement plan was in place. This was regularly reviewed and updated by the manager. The plan was shared with staff to ensure that they were part of any improvement journey.

This area for improvement is met.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at 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	5 - Very Good

How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good

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