

## withYOU Edinburgh Mental Health Service Housing Support Service

2/2 Easter Dalry Road  
Edinburgh  
EH11 2TR

Telephone: 01312 012 940

**Type of inspection:**  
Announced (short notice)

**Completed on:**  
6 March 2024

**Service provided by:**  
withYOU

**Service provider number:**  
SP2004005200

**Service no:**  
CS2003055992

## About the service

withYOU Edinburgh Mental Health Service, is a combined housing support, care at home service for adults with mental health problems and adults with acquired brain injury who are living in their own homes and in shared accommodation.

The provider, withYOU have been registered to provide the service since 30 August 2004.

## About the inspection

This was an announced (short notice) inspection which started on 28 February 2024. The inspection was carried out by an 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 7 people using the service
- Spoke with 8 staff and management
- Observed practice and daily life
- Reviewed documents
- Spoke with visiting professionals

## Key messages

- People describe the service as having a positive impact on their wellbeing
- Staff were enjoying their role
- Quality assurance was being used to improve practices

## 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 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.

People using the service described interactions with their support workers as compassionate, kind, and caring. One person commented on their relationships with staff, "they are all good, they are humorous and make me laugh". Another person described that the introduction of a named worker had improved their ability to be open about their feelings, "it gives me a chance to have someone I can speak to at some depth". These positive relationships had clearly enabled people to achieve their personal outcomes and build a trusting bond with their support staff.

People felt listened to and respected by staff, and described how they ensured that they maintained their independence.

People were treated fairly and were supported to have control over their lives, with staff encouraging a sense of worth and wellbeing for people. People using the service knew who to expect and would generally be informed if staff were running late. This meant that people were treated with dignity and their rights were respected. One person commented that they felt that their voice was heard, however there were limited opportunities to express this formally.

Support ensured that people were encouraged to achieve their wishes and aspirations while maintaining and regaining their confidence. One person using the service described a full life, where they chose what they wished to do and gained support and companionship to do the things they enjoyed.

Personal plans were detailed, and people were clearly involved in developing these. We discussed with the managers how the addition of more information on people's backgrounds and aspiration could help to improve opportunities for people. The managers agreed to make improvements on this. We'll follow this up at our next inspection.

People were supported to go on holidays, engage in employment or volunteering, attend participation groups, go shopping, swimming, spend time in local cafes, take opportunities to attend activities and places out with their locality. This meant that people were as active as they wished to be, and where possible were being encouraged to get the most out of life.

People described feeling that the service had a very positive impact on their lives and wellbeing. Staff were clearly aware of people's conditions and how to best support them. People described how staff had got to know them well and knew the small signs if they were becoming unwell. Changes in staff in the past year had unsettled this for some people, however, most people had developed positive relationships with their team very quickly.

One person commented that they would not have coped with the changes to their health without the support from their staff team. This meant that the support staff had helped people to cope and manage their health conditions and wellbeing.

Information on people's health conditions was limited within personal plans, we discussed with the managers how this could be improved.

However, people were being supported by their support staff to access community healthcare services and engage with specialist services. This had ensured that people's health and wellbeing was supported well.

Not everyone using the service needed support with eating healthily and cooking, but those that did, commented that they were supported to buy and make food in a way that supported them to maintain their independence, and a healthy lifestyle.

## How good is our leadership?

**4 - Good**

We evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

Quality assurance processes were being used by the service to support managers to have insight into staff practice, these included the administration and recording of medication, personal plans, supporting people to manage their money and audits of staff supervision. Practice observations were completed by managers throughout the year to ensure consistent practice and support staff to develop their skills and knowledge.

The service had used self-evaluation processes to identify how standards had been met, however this had not led to a dynamic improvement plan that focused on people's feedback and outcomes. This process did not identify how people's experiences could be improved. We discussed this with the managers who agreed that developing the service's improvement focus would be beneficial to the people they supported. Managers clearly knew what was working well and what needed improvement.

People had the opportunity to join an organisational participation group, however this was not well attended by people using the service. Other forms of formal feedback were limited and could be improved. This would ensure that feedback could be evaluated. People did however discuss that they could give feedback to their support staff and managers when they needed to, and that they knew how to make a complaint if required.

Staff described managers as being supportive and available, however staff had limited opportunities to meet formally with managers for supervision. There were organisational plans to increase the frequency of supervisions, with the introduction of a more robust supervision process for staff. We will follow this up at our next inspection.

Some team meetings had taken place, which were used to discuss the support of specific people using the service, however the wider team did not have any opportunity to meet to share information, gain peer support or learn from each other. Staff identified that the addition of a team meeting would be supportive of the team, improve communication and staff practice.

## 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	5 - Very Good

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  
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