

Edinburgh Community Rehabilitation and Support Service Support Service

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Type of inspection:
Announced (short notice)

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Service provided by:
City of Edinburgh Council

Service provider number:
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About the service

Edinburgh Community Rehabilitation Support Service is a care at home support service providing specialist rehabilitation and support for people with strokes, neurological conditions or physical disabilities. The service is provided within people's own homes, community or in the service's centre which is based in the Longstone area of Edinburgh.

The provider City of Edinburgh Council has been registered to provide the service since 01 April 2002.

About the inspection

This was an announced (short notice) inspection which took place from 26 March to 3 April 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 8 people using the service
- Spoke with 10 staff and management
- Observed practice and daily life
- Reviewed documents
- Spoke with visiting professionals

Key messages

- People's personal and rehabilitation outcomes were at the centre of the service provided
- People's health and wellbeing was improved by the excellent care and support
- People were delighted with the service they had received
- Staff were passionate and compassionate in their approaches
- Management were focused on quality assurance and improvement

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?	6 - Excellent
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?

6 - Excellent

We evaluated this key question as excellent where performance was sector leading with outstandingly high outcomes for people.

The service had a very welcoming atmosphere, people using the service appeared incredibly relaxed and at home in the communal areas and café within the centre. We observed very warm, friendly, and positive relationships and interactions between staff and people using the service. One person commented, "staff are very encouraging, they're brilliant".

Staff built rapport quickly, which had supported people to develop trust in the staff team. This had enabled people to work towards achieving their personal outcomes and overcoming barriers to their rehabilitation. People described how they had been listened to and respected by staff and that their support was based on what mattered to them. This ensured that all people using the service were treated with the same kindness and compassion.

Staff respected people's rights and supported them to access services and opportunities that would support them to improve the quality of their lives. This included signposting to services in their local communities, the completion of benefit applications and the support to cope with changes to their lifestyle and personal circumstances.

People were supported to advocate for themselves or to access advocacy services if required. This meant that people's voices were heard.

People were actively encouraged to identify what was important to them when making decisions and choices about their care and support. Each person was supported to assess their quality of life at the start of their support, which helped to identify areas of their lives they needed support with. This was incredibly effective in establishing the person's wellbeing and allowed staff to tailor their support to their needs. They were fully involved in developing their personal plan, based on how they wanted to live their lives. The service was very person centred and bespoke for each person's circumstances.

Some people we spoke with had been through traumatic experiences and were being supported to build, regain and maintain their confidence. Staff were very aware of the impact of people's conditions. They appeared to genuinely empathise and were passionate about supporting people to achieve their personal outcomes.

Some people were supported with rehabilitation to enable them to access and take part in their hobbies and interests. These included walking, shopping, golf, crafting, using public transport and leaving the house independently. Others were supported to gain confidence in returning to work, or in dealing with the complexities of managing their finances and housing issues since their circumstances had changed.

Group work exercise sessions we observed were focused on people's individual rehabilitation needs. Staff encouraged people to focus on their exercises and work at improving their strength and mobility. People described how this support had helped them to regain their skills and mobility as well as develop their confidence and self-worth.

One person described feeling isolated and lost prior to using the service. The service had supported people to come to terms with the changes in their lives and work towards getting the most out of life. This involved increasing self-esteem and social opportunities. Support groups and a social drop-in group had been developed to ensure people could share meaningful relationships with others, who understood and appreciated what they had been through. One person commented - "I come for the company".

People's health and wellbeing had clearly been positively impacted with the support of the service. One person commented, "I've noticed a massive improvement both physically and mentally", while another said "this service has literally been a life saver".

Staff clearly knew their role in supporting people to access primary care and specialist healthcare. They recognised and acted quickly when people's health and wellbeing was affected, making timely referrals to other agencies, or providing the service in a bespoke way.

Technology and specialist equipment was a specific remit of the service and staff worked with people to teach and support the use of technology. This support and guidance ensured people were able to access equipment that enabled them to be as independent as possible. This technology included training opportunities in the use of motorised wheelchairs, technology that would support people to be independent at home, along with communication aids and adaptations. People could also learn how to use smart speakers and mobile apps to support their independence.

The service had a Smart house within the centre which showcased all the different kinds of technology people could access. This supported people to know what was available and how this could support them to be as independent as possible.

The mix of support staff, along with occupational therapists and physiotherapists within the team had ensured a holistic approach and service for people. This had ensured that people had the best chance at recovering from their stroke or, to live life to the fullest with other conditions. This meant that people were treated in a very person centred and compassionate way, while their health and wellbeing benefitted from their care and support.

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.

The service had a wide range of quality assurance measures, which were managed well. These included environmental and equipment procedures and checks to ensure the building met health and safety standards. Other audits ensured that personal plans, reviews, and staff supervisions were completed consistently.

The continual evaluation of outcomes for people and the views of the team were central to changes in service delivery. This was evident in daily huddle meetings which gave everyone present a clear view of what was needed within the service, and any support the staff required. Feedback on these meetings was very positive.

Staff had been encouraged to develop a robust evaluation of the service, however at the time of inspection, this had not yet been developed into an action plan.

A service improvement plan had been developed but didn't appear to be dynamic and responsive to feedback. We discussed with the manager how the addition of an ongoing benchmarking process, and improved input from people using the service, would help focus the plan on the outcomes for people.

Feedback to the service had generally been very positive, people knew how to make a complaint if they chose to. One person commented "there is nothing to improve" while another told us "I'd like it to be longer". We discussed with the manager how using different approaches to gaining feedback may support more open discussions. This could in turn create more person-focused areas for improvement in the service.

People understood the standards they should expect and had been encouraged to evaluate their experience at the end of their time with the service. We discussed with the manager how this information had not been evaluated to gain insight into the impact of the service. They agreed this would be developed further.

The managers had the skills and capacity to oversee improvement, with a clear vision for the service. The pace of change clearly reflected the priority of improvement.

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?	6 - Excellent
1.1 People experience compassion, dignity and respect	6 - Excellent
1.2 People get the most out of life	6 - Excellent
1.3 People's health and wellbeing benefits from their care and support	6 - Excellent
How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good

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