

# Midlothian Housing Support & Care at Home Housing Support Service

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The Richmond Fellowship Scotland - Midlothian Office  
PENICUIK  
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**Type of inspection:**  
Announced (short notice)

**Completed on:**  
19 August 2024

**Service provided by:**  
The Richmond Fellowship Scotland  
Limited

**Service provider number:**  
SP2004006282

**Service no:**  
CS2007167601

## About the service

Midlothian Housing Support & Care at Home is provided by The Richmond Fellowship Scotland. The support is provided to adults with learning disabilities, and /or mental health issues and adults with physical disabilities in their own homes and in the community. At the time of inspection support was provided to 16 people.

## About the inspection

This was a short notice inspection of the service which took place on 13,14,15 and 19 August. 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, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- visited four people supported in their own homes and met a further three people supported by the outreach team
- spoke with five relatives by phone
- we talked with members of staff
- observed staff practice and spoke to people about their daily life
- reviewed a range of documents

## Key messages

- People experienced compassionate care and support because there was warm, encouraging, positive relationships between staff and the people they support.
- Staff in the service understood their role in supporting people's access to healthcare.
- People were supported by small groups of staff that they knew well. This greatly benefitted them and supported their wellbeing.
- People were supported to achieve what they wanted from their life, including a wide range of activities.
- Personal plans contained comprehensive information on all areas of care and preferences of support.
- Staff felt well supported by management and had regular opportunities to discuss concerns within supervision sessions or at team meeting.

## 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 staff team?	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.

People supported, benefitted from small core staff teams. This meant staff knew people very well. Because of this people felt relaxed and confident knowing their support was provided by a stable and knowledgeable staff team. People experienced warmth, kindness and compassion in how they were supported.

People were supported to get the most out of life and to maintain and develop their skills and interests. This included supporting people to live as independently as possible, encouraging daily living skills and accessing community facilities. People, who wanted to, were supported and encouraged to go on holidays. Two people we had met at the last inspection had been supported to move into individual tenancies. We saw the significant positive changes to both people who benefitted greatly from the supportive and consistent care provided by the staff teams. For both people their lives had changed as a direct result of the support provided.

Staff understood their role in supporting people's access to healthcare. They recognised changing health needs and shared this information quickly with the right people. Staff received training on specific health needs of people supported. This meant staff were confident when supporting people with their health. Wellbeing was promoted through individual support with physical activities.

Overall, the personal plan, which was reviewed regularly, was of very good quality and contained relevant information to enable the person to be supported safely in the way they preferred.

All medication and finances were effectively managed and recorded.

Regular reviews of people's support were held with family. Goal setting was part of the review; however, we could not always see how the person was supported take ownership of these and celebrate their success. Daily notes could also be improved, with more detail on exactly how the person spent their day, to evidence the quality of support given.

In summary we found care and support was based on individual assessed needs and preferences. Health and wellbeing was promoted through a range of activities and people were supported to achieve their goals.

## How good is our staff team?

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.

All staff were registered with the Scottish Social Service Council (SSSC) and as such were subject to their codes of conduct. There was extensive underpinning knowledge of each person's care by the more established staff. Each person was supported by their own staff team. Because of this staff were flexible in how they supported the person and could quickly adapt to any changing care needs.

Staff were supported in their Individual teams by senior support workers. They were responsible for the day-to-day management of each team. This included one to one meetings where feedback was given to staff

about their practice, including positives and areas to develop. The one-to-one supervision minutes sampled were of high quality and well documented. These showed supportive conversations with staff as well as challenges to practice to aid further development.

Staff had access to a range of training opportunities. Staff induction was well managed with staff undertaking mandatory training before supporting people as well as opportunities to learn from more experienced colleagues.

Staff had the opportunity to discuss and share ideas through regular team meetings. Staff told us there was an open-door policy with senior support workers and should any advice be needed this was supportive and professional. Staff we spoke with praised the support given from the senior support workers, manager and area manager. All commented advice was always available, and staff said they felt very well supported in their role.

Senior support workers meetings were held where organisational and local improvements were discussed, this then in turn linked into staff meetings. Communication with staff on organisational development was very good, with quarterly bulletins from the area manager. This meant staff were kept updated about any organisational changes or developments.

## 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
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
How good is our staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

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