

South William Street Supported Accommodation Housing Support Service

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Type of inspection:
Unannounced

Completed on:
9 August 2024

Service provided by:
Scottish Action For Mental Health

Service provider number:
SP2003000180

Service no:
CS2023000363

About the service

This is a Scottish Action on Mental Health (SAMH) service which, at the time of this first inspection, was providing support for 13 adults in Perth. The accommodation support service registered with the Care Inspectorate in June 2023. The service has recently expanded to provide housing support.

The service aims to provide recovery focused interventions to individuals with mental health issues. It seeks to maximise individuals' independent living skills, develop their confidence and ability to become active citizens in their community and support them to fulfil their own aspirations and outcomes.

The service delivers support to meet individuals' needs by providing emotional and practical support to people on a daily basis. This includes living skills to support people at home and facilitating and assisting people to live full, productive and meaningful lives.

About the inspection

This was a full inspection, which took place on 25, 29 and 30 July 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 four people using the service
- spoke with six staff and management
- observed practice and daily life
- reviewed documents
- spoke with two visiting professionals.

Key messages

- We found that the service had performed at a consistently high level across all key areas.
- Support was person-centred and focused on recovery.
- People had hope and believed that recovery was achievable and they viewed the support of the service as an important part of that journey.
- The service had a settled staff team who had a mix of skills and experience, which provided consistent support for people.
- Staff were compassionate and treated people with dignity and respect.
- The service worked closely with other agencies and they gave consistently high praise, describing this as an invaluable service.
- The service was well led and the managers had a 'can do' attitude, which supported a culture of continuous improvement.
- The service identified the need for housing support in the community and quickly expanded their service to meet this need.

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
How good is our staff team?	5 - Very Good
How well is our care and support planned?	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 evaluated how well the service supported the wellbeing of people experiencing support 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.

SAMH supported people by following the principles of recovery from mental ill-health. The service was strongly committed to providing person-centred support. The people we spoke to receiving support were very positive about the service. People told us that the support they had received had given them hope and they were optimistic about their paths to recovery. People told us that staff treated them with dignity and respect and they were non-judgemental in their approach. We found that people supported by the service participated in every aspect of their support, from assessment and planning through to reviews. People told us that the support they received met their needs and was helping them to achieve their desired outcomes; typically, greater independence and improving their mental wellbeing. One person told us that initially they did not want support. However, once they started working with the service, they quickly established trust with staff. This person was very positive about their future. Another person told us that staff were always punctual and dependable. This was important to them, because it showed that staff were well organised and respectful of their time.

It is important that people can make informed choices and decisions about the risks they take in their daily lives, and they should be encouraged to take positive risks which enhance the quality of their lives. We found that the service had a 'can do' attitude, inasmuch as they were innovative in the support provided. People felt that they could set themselves ambitious recovery goals and sometimes this involved an element of risk. We found that the service supported people's autonomy and encouraged people to meet these goals.

Other professionals told us that the service had established very good working relationships with them, in a very short space of time. We heard that the service understood the importance of managing the risks people may face, whilst balancing this with people's rights and maintaining their focus on recovery. The service responded well on those occasions when decisions were taken, which restrict people's freedom, for example when someone is admitted to hospital, against their wishes. Any restrictions on a person's independence, control and choice should be justified, kept to a minimum and conducted sensitively. We found that the services values and actions promoted this principle. We heard that the service supported people to try to understand why hospital admission might be necessary, by helping them to understand the impact and consequences that unsafe behaviour and decisions can have. We heard that the service continued to support people in hospital, by working closely with hospital staff and other agencies to plan for safe and sustainable hospital discharge.

How good is our leadership?**5 - Very Good**

We evaluated how good the service's leadership was 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.

The professionals we spoke to told us that the leadership of the service was imaginative, innovative and dependable. We found that the service's leaders were in touch with the support the service provided to people, but also managed to focus on strategic planning and development. This was evident from the improvement in the management and quality of the existing supported accommodation service. More impressively this was demonstrated by the leadership's ability to identify the need for housing support in Perth and to expand the service to provide this within a year. The professionals we spoke to told us that this expansion in the service has provided a much needed stand alone service. In addition, it will provide continuity in support for the people who are hoping to move from supported accommodation into their own tenancies.

We heard that the service's leadership was good at communicating with other professionals. The service always responded to enquiries from other agencies who may be looking for a support package for a person. Even when the service was not in a position to provide support immediately, they would have an initial discussion with the person making the referral. Communication from the service to professionals about supported people was consistent and at the right level. The service discussed concerns when this was necessary, but clearly understood when it was appropriate to work autonomously.

The staff we spoke to told us that their manager's were knowledgeable, supportive and their good communication was central to the team's cohesion and effectiveness. We saw that the service's leadership helped to shape the values and culture of the team and inspired the staff group to provide a service, which promoted engagement and facilitated recovery for people. We found that the service had clear policies and procedures in place. Many of these were adopted across SAMH's services, whilst some were specific to this service. Policies and procedures were dated and regularly reviewed, which means that they remain relevant and reflected current legislation and good practice guidelines. Overwhelmingly, these policies and procedures were relevant, and easy to follow by staff. The service had robust quality assurance procedures in place. A record of these was kept on SAMH's computerised systems and we saw that this was effective in supporting the service's leaders to monitor the quality of the service. We saw that the service sought the views of the people it supported through support plans, which provided feedback on an ongoing basis. Feedback from referring agencies was also welcomed. The service was eager to expand service users' involvement. One area that we thought this could be explored was in staff recruitment.

The service used computerised quality assurance systems. The manager was enthusiastic about what the system could provide in terms of quality assurance and demonstrated how it allowed them to track various aspects of the service's performance.

How good is our staff team?

5 - Very Good

We evaluated how good the service's staff team was 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.

We found that the service had recruited in accordance with safe recruitment practices. There was a good mix of staff. Some staff had a lot of experience of working in care and support services. Other staff had limited or no previous direct experience, but they had wider life experiences, such as in educational support.

People should have confidence in the staff who support them because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes. All of the staff we spoke to were able to reflect on their practice, as well as wider issues that affect people experiencing mental health challenges. Staff had regular, structured supervision. All of the staff we spoke to said supervision was a supportive experience, where they felt safe to discuss the areas of their work where development was required. Newly appointed staff undertook a comprehensive induction programme, which included a six month probationary period and more frequent supervision.

We found that staff had completed a range of relevant training. Staff told us that training was informative and had helped them to provide better support for people. Training records were clear, which allowed managers to monitor performance. We found there were consistently high completion rates for staff training.

How well is our care and support planned?

5 - Very Good

We evaluated how well the service's assessment and personal support planning reflected people's outcomes and wishes 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.

The service provided informative welcome packs to people for both the supported accommodation and the housing support service. This gave an overview of the services values, the support it provided as well as an introduction to the staff team.

People benefit from different organisations working together and sharing information where this is appropriate. We heard from other professionals that the service worked closely with them to assess people's support needs and to provide and review support. People told us that the support they received was the support they wanted. They felt that their views were listened to and any changes they wanted were reflected in their support plans. This ensured that support met people's desired outcomes, as well as incorporating clear risk assessment and management plans where this was required.

The service used a computerised system for support plans. People were happy with these, and staff found them easy to navigate and update. Essentially, they were both comprehensive and agile. We saw that feedback from supported people was embedded in these plans. More formal reviews were conducted on a regular basis, which involved supported people and partner agencies.

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
1.3 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
How good is our staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good
How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

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