

# St Peters Housing Support Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
5 September 2024

**Service provided by:**  
Scottish Action For Mental Health

**Service provider number:**  
SP2003000180

**Service no:**  
CS2023000112

## About the service

St Peters is a housing support/care at home service delivered by Scottish Action for Mental Health and has supported people since early 2023.

The service is provided within a newly built building with eight well-appointed flats located in the Partick area of Glasgow. One of the flats is used as a staff base and sleepover facility. The service provides support to seven people with moderate to severe enduring mental health challenges. The service aims to provide an enabling, safe environment, supporting people to achieve their identified personal outcomes, building on strengths and existing skills to empower and enable people to move onto more independent living.

At the time of inspection seven people were living at the service.

## About the inspection

This was an unannounced inspection which took place between 2 and 5 September, 2024. The inspection was carried out by two inspectors from the Care Inspectorate. To prepare for this first inspection we reviewed information about this service. This included information submitted as part of the registration process, information submitted by the service and intelligence gathered.

In making our evaluations of the service we spoke with six people using the service. We also received electronic feedback from three people.

We spoke with six members of staff and the manager and received electronic feedback from five staff. We observed practice and daily life in the service. We reviewed documents including personal plans, the service improvement plan and quality assurance tools. We also spoke with four visiting professionals and received electronic feedback from one.

## Key messages

People benefited from positive relationships with a committed, knowledgeable staff team.

Support was flexible, person led, and people's individual preferences were pursued.

A multi-disciplinary approach ensured support strategies were appropriate to the individual.

The service planned to develop engagement opportunities to ensure people got the most out of their support.

Opportunities for service users and staff to be more involved in developing the service were being progressed.

As part of the inspection, we assessed the service's self-evaluation of key areas. We found the service had made positive progress in completing their self-evaluation. The service should continue to develop this approach to support 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?	4 - Good
How good is our leadership?	4 - Good
How good is our staff team?	4 - Good
How well is our care and support planned?	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?

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 Indicator 1.3 People's health and wellbeing benefits from their care and support

We observed positive, respectful interactions between staff and people living in the service. This helped make people feel valued.

Staff had a good understanding of each person's needs and preferences which helped achieve positive outcomes for people. People had variable individual support plans. Most people did not fully utilise the full extent of the support available to them. The manager and staff team were looking at strategies to maximise engagement with people. We heard positive comments in relation to people's support. These included; "there is always someone to talk to, always company" and "I wouldn't change a thing". One service user confirmed his keyworker was reliable and they had 'good, open, easy conversations'. The support available had contributed to improved mental health and a feeling of taking back control aspects of his life, such as managing his medication. This meant he felt positive about the placement and more optimistic about the future.

People's health and wellbeing was well supported by a multi-disciplinary approach with some people having additional conditions attached to their placement/support. Robust communication ensured changes in people's health was shared appropriately and support adjusted according to professional advice. Feedback from external professionals was positive, they felt people were appropriately placed and received support according to their needs. Comments included; "it's been a learning curve for what is a new service, but they are all very responsive to learning and people living in the service are benefitting from their skills and knowledge".

Day to day support varied and included helping people maintain their tenancy to a good standard, budgeting, cooking, accessing the community as well as emotional support and support with their medication.

The service was in the process of reviewing medication support procedures to ensure they followed best practice. This helps to keep people well.

Having meaningful things to do is important for wellbeing. Some people maintained positive relationships with family and friends and enjoyed independent time out with the service. This was encouraged and evaluated through a meaningful connections tool. Others were involved in organised community activities such as badminton, walking and fishing. Some people volunteered through community resources such as Sunny Govan radio and Flourish House. This helped them keep connected with their community and develop social skills.

To help identify further opportunities for people to access activities that were of interest/benefit to them, the service was mapping local resources and activities and exploring organising social/communal events within the service.

**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 Indicator 2.2 Quality assurance and improvement is led well**

People can expect to use a service that is well led and managed. The service had benefited from a consistent management team who had a visible presence and good oversight of key areas of service delivery. People living at the service knew who the manager was, and staff confirmed they were accessible.

Feedback confirmed the managers approach and genuine commitment to people using the service and the staff team. This ensured people felt valued and listened to.

People should benefit from a culture of continuous improvement. The provider had developed a comprehensive Quality Assurance Framework (QAF) which was being embedded in the service. This offered an oversight of key areas of service provision such as personal planning, accidents/incidents, staff training and development as well as health & safety functions and infection, prevention and control (IPC) practices. Organisational audits were in place and evaluated regularly to ensure aspects of service delivery reflected current best practice.

This offered assurance that the quality of the service was monitored. The management team planned to implement specific action plans following audits and progress a service development plan with timescales to ensure that quality assurance processes led to meaningful improvements.

The management team collated feedback from people using the service regarding their support and how they would like to see the service develop. The manager was committed to ensuring this feedback was used to ensure planned improvements benefited people using the service.

**How good is our staff team?****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 Indicator 3.3 Staffing arrangements are right and staff work well together**

Staffing arrangements ensured scheduled support took place and staffing levels and support arrangements were adjusted according to people's preferences and other commitments such as visiting family. This demonstrated a flexible, person-led approach.

A strong sense of collaboration and supportive teamwork was evident.

A stable committed team ensured consistency of support. Keyworkers knew people well and advocated for them to overcome challenges and discrimination. Independent advocacy was available to individuals. This ensured people were listened to and their rights promoted.

Staff confirmed access to a comprehensive and flexible training programme comprising of online mandatory training and relevant face to face opportunities delivered by external colleagues. This included forensic awareness. Some staff had identified that the organisational induction programme did not fully equip them, as they had hoped, to do the job well initially. The manager agreed to review this.

Observations of areas of practice took place and staff confirmed they received positive feedback and guidance and genuinely felt able to influence the development of learning opportunities.

Regular and meaningful supervision and appraisal opportunities meant staff felt listened to and valued. Recent development sessions and group supervisions gave opportunities for reflection and sharing of strategies and approaches to supporting people well. This should be further developed to make the best use of the individual skills and experience within the staff team. This may enhance engagement with people using the service and help them achieve their desired outcomes.

## How well is our care and support planned?

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 Indicator 5.1 Assessment and personal planning reflects people's outcomes and wishes

Personal plans help to direct staff about people's support needs and their choices and wishes. The organisation had implemented an electronic support planning system (ACP), and staff demonstrated they were becoming more confident in navigating recent updates.

"All About Me" documents were in place and provided a good level of detail to allow staff to get to know people and their past experiences.

Revised templates and guidance had been implemented to direct staff on how best to manage risk and vulnerability. Individual safety plans were in place which gave clear direction on how people wished to be supported to manage aspects of their lives. This helped to keep people safe.

Some aspects of support planning were recorded inconsistently with the use of language and tense needing to be reviewed. The management team planned to review support planning with a particular emphasis on the quality of recording as part of their quality assurance overview.

The organisation's generic recovery tool to support people to achieve personal outcomes, "My Plan, My Way", had been adapted recently. People were now involved in monthly reviews of achievements and goal setting. This approach appeared to be more meaningful to people and ensured people were supported according to their current needs and wishes. There was evidence of individuals beginning to build up a "portfolio" of achieved goals. They confirmed this gave them a sense of achievement.

Personal planning and the overarching outcomes framework was being reviewed by the organisation to ensure it was meaningful to people accessing services. The organisation was also developing a support activities application as part of its digital inclusion/development programme. This will help to make support planning more consistent, auditable and accessible to people using the service.

## 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?	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - Good
How good is our leadership?	4 - Good
2.2 Quality assurance and improvement is led well	4 - Good
How good is our staff team?	4 - Good
3.3 Staffing arrangements are right and staff work well together	4 - Good
How well is our care and support planned?	4 - Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	4 - Good



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