

Edge Group Scotland Ltd Support Service

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Announced (short notice)

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Service provided by:
Edge Group Scotland Ltd

Service provider number:
SP2016012777

Service no:
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About the service

Edge Group Scotland Limited is a care at home, support service, based in Musselburgh in East Lothian. The service supports young adults to be more independent within their own communities. Using a range of group work and individual opportunities to engage in social activities, support the development of independent living skills, and develop confidence and resilience through physical outdoor activities.

The service has been registered to provide a service since 22 December 2016.

About the inspection

This was a short notice announced inspection which took place between 10 and 13 September 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 10 people using the service and 5 of their family
- Spoke with 9 staff and management
- Observed practice and daily life
- Reviewed documents.

Key messages

- People using the service described gaining confidence and resilience
- Staff were focused on the health and wellbeing of people
- The service would benefit from self evaluation process focused on people's experiences
- Personal plans were detailed and supported people to achieve their outcomes

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
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 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 very welcoming atmosphere, people using the service appeared incredibly relaxed and at home in the communal areas of the hub building. We observed very warm, friendly and encouraging relationships and interactions between staff and people using the service. One person commented that "it feels like family".

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

The service had a range of activities and opportunities on offer over three different programmes, which were focused on developing people's health and wellbeing. This was achieved through improving people's independent living skills, building their confidence and developing their skills in social and community environments, along with a focus on being physically active. It was clear from talking to people and their relatives, that this had a very positive impact on people's health and wellbeing. One relative commented that their relative "is much happier and much more confident". People using the service described feeling that their health and wellbeing had improved a great deal. This resulted in people growing in confidence, becoming less socially isolated and becoming more motivated to engage in family and community life. One person commented that they had previously not wanted to think about the future, but they were now considering living independently.

The service benchmarked their work with people against wellbeing standards, this helped people, and the team focus on their health, activity, being nurtured and being safe. One person commented on how a member of the team was aware of their mental wellbeing "(staff member) has the best advice, he notices if I feel down". While another person commented "I can be myself". This meant that people felt accepted by staff, as well as other users of the service and that this had had a positive impact on their self-esteem.

Staff were very aware and responsive to people's health needs and took time to ensure that people were able to cope with new activities or situations that they may have found stressful. We observed staff responding quickly and effectively to people who were overwhelmed or stressed. Supporting the de-escalation of situations for people, in a compassionate and thoughtful way. This ensured that people felt that they were supported well, and their feelings and wellbeing was important.

Within the cooking opportunities and groups, people were encouraged to consider healthy options and were supported to try new foods and develop recipes using ingredients that they may not have tried before. When taking part in the outdoor activities, people were encouraged to challenge themselves by taking on new responsibilities and engaging in activities that they had previously thought they would not like or could not cope with. This included surfing, stand up paddle boarding, skiing, swimming, climbing and yoga. This support and encouragement empowered people to try new things at their own pace, while being encouraged to step out of their comfort zone and become more confident and resilient.

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.

Improvement and progress were clearly key drivers for the service and team members. A variety of processes were being used to evaluate the outcomes of people, and their progress. These processes supported the teams to have a good oversight and understanding of how the service was benefitting people.

The service used quality assurance processes to ensure the quality of staffing. These included audits of staff registrations, recruitment checks, as well as robust processes to ensure staff were up to date with training. Some audits of personal plans were taking place, however, these were not used consistently across the service. We discussed this with the managers who agreed to consider how they could improve these audits.

People's outcomes were continually evaluated and the views of the people using the service were evident within the service's progress reports at the end of each session. We discussed with the managers how the introduction of dynamic improvement plans based on self-evaluation, including feedback from people using the service would benefit both people using the service, and staff to have a voice in developing the service. The managers agreed to consider processes to formally capture this work.

People's personal outcomes were benchmarked well against SHANARRI standards, which were an effective way to ensure people's wishes and independence were at the centre of their support. We discussed with the managers how they could further develop the service's self-evaluation using quality improvement frameworks or the Health and Social Care Standards. The managers agreed to consider this.

People and their relatives described the standards they expected from the service and that they were confident in how to make a complaint if they wished to. No-one we spoke to, had any reason to make a complaint. Relatives commented that the managers and staff were very responsive, and communication was good. Staff described managers as approachable and supportive, one member of staff commented "I can go to them and ask anything".

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.

People using the service and staff benefit from a warm atmosphere because there are good working relationships, and a friendly fun environment. Staff were confident in their interactions with people and had developed positive relationships, where people felt respected and supported to develop their skills and confidence. People using the service clearly trusted the staff and their expertise.

Staffing arrangements for the service were managed well and determined by a process of continuous assessment of the needs of people using the service. This included matching staff to people, based on their skills and relationship with the person using the service. This meant that people knew who would be supporting them and that they had consistency in the service they received, ensuring a positive experience.

Staff understood their roles and responsibilities and worked well together. Communication was very good, with daily meetings taking place to discuss people's progress and how this impacted on their support. This meant that staff were aware and very responsive to the changing needs of people. This ensured that people's care and support was specific to them and changed as they developed their skills.

There was a good structure to the service and programme of activities on offer, however staff showed a great deal of flexibility in their approaches and supported each other well when changes needed to happen. Staff worked well together, with robust daily communication being a strength within each team. This meant that staff were supporting each other to ensure the best outcomes for people using the service.

How well is our care and support planned?

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 had a personal plan that identified their preferences, needs and aspirations. These were updated on a regular basis with daily notes and how people were progressing towards their goals. This meant that people's personal plans had an ongoing record of progress and achievements.

Information related to people's health and wellbeing was very detailed and updated as and when required. This meant that staff had access to information that ensured the health and wellbeing of people using the service was the focus of their support.

A detailed assessment was completed with each person on starting the service. Outcomes were identified using person centred planning meetings, which helped to focus people on their strengths and what they wanted to achieve. People developed an action plan with staff support which was used to ensure they were supported to work towards their personal goals. This was a very positive experience for people and their relatives. One relative commented "I was so impressed, they focused on the whole planning aspect of things". Staff understood the planning process and supported people to navigate this, maximising their involvement.

Personal plans were dynamic and were updated after each session, with people reflecting and identifying what they had achieved on each day, along with staff adding in their feedback on progress and skills development. This ensured an ongoing record of progress and achievements.

Personal plans had been reviewed in a variety of different ways. We discussed with the managers how the recording of personal plan reviews could benefit from more consistency across the service to ensure that it is clear what was discussed and what had changed within the plan.

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?	4 - Good
2.2 Quality assurance and improvement is led well	4 - 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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