

# Right There Your Home Service Housing Support Service

73 Boswall Parkway  
Edinburgh  
EH5 2PW

Telephone: 01316 039 815

**Type of inspection:**  
Announced (short notice)

**Completed on:**  
16 October 2024

**Service provided by:**  
Right There

**Service provider number:**  
SP2011011560

**Service no:**  
CS2018366390

## About the service

Right There Your home is registered to provide a housing support service to adults who are transitioning out of homelessness, or are at risk of becoming homeless. It provides a broad range of support and practical assistance to people and families affected by homelessness. The service had recently moved office premises to operate from within Pilton Community Health Project situated in North West Edinburgh. The service is provided to people living in the North West district of Edinburgh and works in close partnership with another Edinburgh based voluntary organisation called Four Square. At the time of inspection there were around 90 people experiencing support.

## About the inspection

This was a short notice announced inspection which took place between October 08 and October 15, 2024. The inspection was carried out by two inspectors from the Care Inspectorate. This was the first inspection of the service since it was registered with the Care Inspectorate.

To prepare for the inspection we reviewed information about this service.

This included:

- registration information
- information submitted by the service
- intelligence gathered since the service first registered

In making our evaluations of the service we:

- took account of feedback from 16 people experiencing support and one of their relatives
- spoke with nine staff and management
- reviewed documents
- took account of feedback from three involved professionals

**Key messages**

- People experienced a high quality of care and support.
- People benefited from a service which had strong leadership.
- The service worked well and in close collaboration with other agencies to promote people's rights, health and wellbeing.
- The service demonstrated commitment to continuous improvement.
- Staff were very well supported in their learning and development.
- Staffing arrangements were flexible around people's individual needs and circumstances.
- Some policies and procedures would benefit from further review to make them more robust.

**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 this key question as very good. The service demonstrated major strengths in supporting positive outcomes for people. There were very few areas for improvement and those that did exist had minimal adverse impact on people's experiences and outcomes.

People experienced flexible, person-centred support from a staff team who were knowledgeable, understanding and empathic. The service worked flexibly taking account of people's varying support needs. This helped people to focus on aspects of their lives they wanted support with and plan for these needs with their support worker. People were involved in regular reviews of their support which helped them to assess their progress with their identified goals. This meant that people were empowered and enabled to control their support according to their needs, views and choices and were encouraged to reach their full potential.

There was a strong emphasis on supporting people to develop social networks and integrate with their local communities. Staff and people receiving support had influenced the change of service premises. This was a positive move in securing an accessible, welcoming and therapeutic space in the heart of the community. As well as tackling homelessness and supporting people to improve their housing situation and sustain their tenancies, the service strove to reduce social isolation and had forged productive relationships with local community groups. This supported people to build connections with others and participate in social events. People were supported with practical tasks as well as developing the life skills and confidence to deal with a range of situations after their support ended. The service operated an open door policy so that people could return for further assistance as and when they might need this. Where people were not engaging fully in their planned support the service worked hard to understand why and break down any barriers. This meant that the service was responsive and adapted people's support to suit their particular needs and circumstances.

People expressed high satisfaction with the overall quality of care and support they experienced. Feedback showed us that people had positive relationships with their support staff and that staff 'always' or 'very often' had enough time to support them. There were a small number of respondents who scored less favourably - 'sometimes' - on being informed about changes to their support. The provider was responsive to looking at further ways to improve communication when any changes to the planned support arose. This meant that people could have confidence that their care provider was committed to providing a high quality of care and support and used their feedback to improve their service.

We received very positive feedback from involved professionals and heard the service worked effectively and in close collaboration with a range of organisations and community groups to promote positive outcomes for people. We heard that the service had a 'clear focus on the person at centre and what is best for them.' and 'staff work well with community staff and are always willing to share resources and knowledge' and 'there is a clear and consistent match between clients concerns and wishes with actions taken to assist and support by the service.' This meant that people could have confidence in the organisation worked collaboratively with relevant agencies to promote their human and legal rights and tackle health and social inequalities.

The service had very good systems in place to promote people's protection and wellbeing and staff expressed confidence in following their organisation's adult and child protection procedures. We advised the provider to maintain a centralised record of all incidents relating to people's wellbeing and protection. This allows for ease of access when monitoring adult and child protection outcomes as well as evidencing that

any interventions people experience are easily trackable and consistently recorded well. The provider was responsive to this feedback and demonstrated commitment to continuously improving outcomes for people they support.

### How good is our leadership?

5 - Very Good

We evaluated this key question as very good. The service demonstrated major strengths in supporting positive outcomes for people. There were very few areas for improvement and those that did exist had minimal adverse impact on people's experiences and outcomes.

People benefited from strong management and leadership arrangements which promoted an ethos of person centred practice. The recently appointed registered manager of the service had been successful in an internal promotion opportunity and brought a wealth of experience, personal attributes and skills to their role. We heard very positive feedback about them from support staff such as 'definitely the best manager I've ever had' and 'always there for you - amazing'. The service had been through a tendering process making it a challenging and uncertain time for staff as some parts of the original service had been taken over by other care providers. The organisation had also gone through a restructuring process and had appointed a new locality manager who was settling into their new role. There was a real sense of the service starting afresh with renewed energy and enthusiasm and a strong focus on leading and mentoring staff to support them to reach their full potential. This meant that people could be assured that the organisation providing their support had effective leadership committed to continuous improvement.

The organisation had well established quality assurance processes to monitor the quality of service provision. There was a dedicated risk and quality assurance manager who was part of the senior management staff who had regular oversight of the service. There had been recent visits from senior management which supported building effective relationships with the staff team and helping them to feel more connected to the wider organisation. An internal quality improvement audit was due to take place following the service restructuring process. The provider had made very good progress with self evaluation of the service against key aspects of service provision. This identified current strengths as well as areas for future development. The service improvement plan could be further developed to include assessment relating to the Quality Improvement Framework for Housing Support Services. Involving the staff team and people experiencing in service improvement planning would further strengthen the very good quality assurance processes in place. The aims and objectives of the service were due to be reviewed so that they reflected current service provision. The provider was looking at further ways to support people they support to be more involved in service improvement. This meant that people could be assured that they used a service and organisation which was well led and managed.

There was a well established suite of policies and procedures to guide staff in their work. These were well detailed though we considered that the adult and child protection policies could be made more robust and advised the provider of suggested improvements. There was a detailed Naloxone policy as well as training in place to guide staff in the use of this rescue medication following overdose. We advised the provider to develop a local procedure which reflects current practice in this area. The provider was responsive to further developing policies and procedures. This meant that people could have confidence in the organisation supporting them to promote high quality care and support through ensuring that those supporting them have the necessary information and resources.

### How good is our staff team?

5 - Very Good

We evaluated this key question as very good. The service demonstrated major strengths in supporting positive outcomes for people. There were very few areas for improvement and those that did exist had minimal adverse impact on people's experiences and outcomes.

The provider followed best practice guidance when recruiting staff and ensured that staff were registered with relevant professional bodies and supported to gain qualifications relevant to their role. The service was in the process of expanding the level of support provided and as such were recruiting further support staff. This meant that people could be confident that the organisation promoted their safety and protection by carefully vetting prospective employees and making sure staff were supported well in their learning and development. Looking at ways to include people experiencing support in recruitment processes and training would further promote people's involvement in decision making.

There were well established staff induction processes to support staff settling into their new roles and familiarising themselves with the organisation's policies and procedures. The provider was using feedback from more recently employed staff to make any suggested improvements to staff induction processes. Staff told us that they enjoyed very good support from their colleagues, mentors and leaders. Training to support people who undertook mentoring and coaching roles was underway. Staff were actively encouraged to discuss their learning and development and reflect on their practice during supervision and appraisal sessions. The organisation was planning to review learning and development in the near future. This meant that people could have confidence that their staff were reflective practitioners and were enabled to develop their interests and learn new skills.

People's feedback showed us that staffing arrangements were flexible and responsive to their needs. Support approaches were dynamic with proactive responses when people's presentation or needs changed. Involved professionals commented positively about the quality, consistency and continuity in people's staffing arrangements. The provider was proactive in meeting with service commissioners to discuss any issues relating to staffing and funding arrangements. This collaborative approach enhanced outcomes for people supported.

Staff were well trained in areas relevant to their roles with a focus on trauma and psychological informed approaches promoted awareness of the impact of trauma on people's daily functioning. This focus helped staff to consider tailored approaches to the particular needs of those they supported. This meant that people could be assured that they experienced warmth, kindness and understanding in the way they were supported from staff who felt valued by their leaders.

A member of staff commented:

'I believe that the service puts the people we support at the forefront of everything that we do. I believe that they have an active role in the support that they receive and it is person centred. The service also provides relevant training/active learning opportunities to improve my practice. I feel like my voice/opinion is valued at all times and I am listened to.'

Effective teamworking underpinned the work in the service. It was clear that staff worked well together with strong communication systems to support them in their practice. This meant that people experienced consistency and continuity in their support because staff worked well together.

People's feedback demonstrated high satisfaction with the quality of their staff and that they experienced dignified and respectful support. Staff's health and wellbeing was well supported by leaders. We heard from staff that this prevented emotional burn out when supporting people experiencing undue stress and living in

difficult circumstances. This supported people experiencing support from staff who were well supported in managing their workload and maintained focus on people's needs.

Staffing arrangements worked flexibly around the needs of people supported with people's support arrangements planned in advance. Staff told us that they had time to do their work well and time between visits so they were unrushed. Feedback from people experiencing care was positive and told us that staff 'always' or 'very often' had enough time to support them well. People's staffing arrangements were flexible so if a person request changes to their support worker they were listened and responded to. This meant that people could have confidence that their staffing arrangements were being regularly monitored and were right for them.

## How well is our care and support planned?

**5 - Very Good**

We evaluated this key question as very good. The service demonstrated major strengths in supporting positive outcomes for people. There were very few areas for improvement and those that did exist had minimal adverse impact on people's experiences and outcomes.

People's support plans were based on assessment of their individual needs and strengths and were outcome focussed. Plans were regularly evaluated and reviewed and reflected people's changing needs. Support plans were implemented in a way that promoted people's choices and wishes and what they felt they needed to maximise their wellbeing.

People experiencing support confirmed that they felt fully involved in their support plans. Staff were very good at encouraging people to direct their support and expressing what was important to them. Some of the support plans evidenced good detailed discussions with people and actions taken to support them with their stated goals. People were supported to be involved in assessing their progress in working towards their goals. The provider evidenced flexibility in the way they supported people with their plans and adapted approaches to what worked best for them. This meant that people could be assured that they would be involved in developing their plans and that these were made accessible for them.

The provider was in the process of reviewing the current support planning system looking at alternative models which might better capture people's experience of their support as well increasing options when evaluating how they were progressing in reaching their goals. We received positive feedback about the outcomes for people supported by the service from an involved professional. This included the way people were supported to manage and maintain their tenancies and how well the staff had supported people with other identified lifestyle goals. The manager was introducing fortnightly sessions for staff to have dedicated time to look at support documentation and share in their practice. This will support further improvement in the quality and consistency of recording. This meant that people could have confidence that the quality of their support planning documentation was being regularly monitored.

## 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 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



## To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at [www.careinspectorate.com](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

Find us on Facebook

Twitter: @careinspect

## Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.