

# SAMH - Falkirk Support Service and Stirling Outreach Housing Support Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
7 November 2024

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

**Service provider number:**  
SP2003000180

**Service no:**  
CS2004081925

## About the service

SAMH (Scottish Action for Mental Health) Falkirk Support Service and Stirling outreach is a care at home and housing support service which provides support to people living within the Falkirk and Stirling area.

The area office is based in Airdrie and at the time of inspection, 25 people were using the service.

The service provides flexible packages of care and support to meet people's needs. The range of services includes: accessing community facilities, support to manage and sustain tenancies, support with domestic tasks and grocery shopping, support to maintaining activities which benefit health and wellbeing such as physical exercise and relaxation.

## About the inspection

This was an unannounced inspection which took place on 4 - 6 November 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:

- visited two people using the service within their homes
- spoke with four people using the service by telephone
- spoke with six staff and management
- observed practice and daily life
- reviewed documents
- spoke with two visiting professionals.

**Key messages**

Staff were very good at developing meaningful relationships with people.

People were happy with their care and support.

Care plan auditing needed to improve to ensure that information was up-to-date and reflective of people's support needs.

The service needed to share their latest survey results with people.

The management team had a good oversight of the service.

People were supported by a competent and skilled workforce.

**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 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?

4 - Good

People felt confident in their care because they always knew who was coming to provide their support, and when to expect them. Staff also knew how best to communicate any changes to each individual, so that they were clear what to expect from their support. For instance, changes had been relayed to people in advance about their support using their preferred mode of communication such as verbal communication over the phone or written information by a mobile text message.

When asked what the care experience was like, people told us, 'Very flexible - can change my times of support', 'I think it's good, aye' and 'my service is going okay at the moment.'

People were also enabled to make informed health and lifestyle choices that contributed to positive physical and mental health. People gave examples of the support they received such as going out for a walk, accessing community groups, maintaining relationships and support with managing and sustaining their tenancies.

Care plans were in digital format and people were involved in creating their care plan. However, some care plans required more attention to detail particularly where there had been changes to people's health and wellbeing that required to be updated, monitored and reviewed. This included significant event information such as accidents or incidents. Care plan audits had not picked up on this which meant there was a risk that important information about people could be missed therefore impacting on their care and support. This was discussed with the management team who acknowledged this area needed to be improved upon and had devised a plan of action to address this.

There were opportunities for people to be involved in decisions about their care and support. Along with six-monthly reviews, the service had also carried out quality calls and had distributed annual surveys. However, views gathered from surveys had not yet been collated or formulated into an action plan which meant that there was little evidence to show people how their views about their care experience had been taken into account. The management team acknowledged this had not yet happened and gave assurances that they would share the results of feedback gathered with people using the service.

## How good is our staff team?

5 - Very Good

Staff were confident in building positive interactions and relationships with people. When asked about their staff, people said: 'they are really good', 'staff will come to appointments with me' and 'they always come when they say they are going to come'.

The right number of staff with the right skills were working at the right times to support people's outcomes. Each person had their own keyworker and knew their staff well. This meant that staff had time to provide care and support with compassion and engaged in meaningful conversations and interactions with people.

Staff understood their role and responded flexibly to changing situations to ensure that care and support was consistent and stable. There was effective communication between staff, with opportunities for discussion about their work. Training statistics within the service were high and staff received regular supervision and were observed in practice. This meant that people were being supported by staff who were competent, skilled and sensitive to their needs and wishes because a range of learning and support measures were in place.

## 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 staff team?  | 5 - Very Good |
| 3.3 Staffing arrangements are right and staff work well together       | 5 - Very Good |

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