

Midlothian Temporary Accommodation and Tenancy Support Service Housing Support Service

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Type of inspection:
Announced (short notice)

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Service provided by:
Care Support Scotland

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SP2004005200

Service no:
CS2013317547

About the service

Midlothian Temporary Accommodation and Tenancy Support Service (Mtap) is registered to provide a Housing Support service. During 2024, the provider changed their name from 'with YOU' to Care Support Scotland.

The service currently provides support to young people and adults over a number of different hostels across Midlothian.

- Housing Support, Tenancy Support, Housing First and Temporary and Emergency Accommodation services, including self-contained flats for young people and families, as well as emergency accommodation hostels.
- The Tenancy Support service helps people who have moved on from services to stay on their feet. It's also available to anyone else who needs a helping hand.
- The seven temporary supported accommodation hostels promote independent living and encourage routine.
- The Housing First service offers flexible, one-to-one support for those who may struggle living alone, and who may have experienced a failed tenancy in the past.

Referrals are made through the local authority to support people who are homeless, either through having no secure tenancy, or where their home/tenancy is deemed to be an unsafe environment.

The service provide Midlothian Council's out-of-hours access to emergency accommodation.

About the inspection

This was an short announced inspection which took place on 13 November 2024. Our visit was then followed by time examining evidence remotely. The inspection was carried out by two inspectors 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 11 people using the service and considered feedback from four questionnaires.
- spoke with staff and management and considered feedback from eight questionnaires.
- observed practice and daily life.
- reviewed documents.

Key messages

- Staff were very good advocates for the people they supported and knew well.
- A new management team had brought stability and improvement to the service.
- People could be confident they would be treated as an individual and their choices, wishes and needs would be respected.

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?	4 - 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 made an evaluation of very good for this key question. The service demonstrated major strengths in supporting positive outcomes for people.

Support was provided across a range of different hostels, we found the ethos of respect for people receiving support was a priority within them all.

People were very complimentary of the support they received with all saying they felt listened to.

Everyone we spoke with told us they had a named worker to talk to, however, they could approach any staff at any time.

One person told us : *'when things are difficult, its great to be able to call on the staff team to help me through a crisis.'*

A number of people told us how the provision of accommodation and the support given had enabled them to take back control of their lives. One person highlighted the positive outcomes for them having secured their own tenancy.

People were central to their support planning and were enabled to have control to make informed choices because information such as rehabilitation, programme's of support and support groups were made available to them.

Younger people were encouraged and supported to build their life skills whether that be budgeting, cooking or to do with their health.

Staff were very good advocates for the people they supported and knew well. They spoke positively about their role in improving people's lives. They also shared frustrations that at times, external systems, outwith their control were slow to respond.

How good is our leadership?

4 - Good

We made an evaluation of good for this key question. Whilst some improvements were needed, the strengths identified had a significant positive impact on people's experiences.

A new management team had brought stability and improvement to the service. This had led to staff feeling more supported and confident in their role.

Staff told us *'things are much better'* and they felt *'more supported'*. Some staff told us night staff didn't have as many opportunities for support and development as day staff and we fed this back to management to review.

Incidents were recorded well and there were opportunities for staff to debrief following an incident to ensure their own wellbeing.

We reminded management of some notifications which should be notified to the Care Inspectorate.

Good auditing of quality assurance systems, alongside analysed information of incidents had highlighted development areas for the service and training outcomes for staff.

Additional training had commenced and this ensured staff had the skills and knowledge to provide not only good support to people but also to each other in their challenging role.

Discussions within team meetings enabled opportunities to reflect and supported the ongoing development of staff knowledge and skills.

The management team had an enthusiasm to continually learn and improve to enable positive outcomes for people through a skilled workforce.

How good is our staff team?

4 - Good

We made an evaluation of good for this key question. Whilst some improvements were needed, the strengths identified had a significant positive impact on people's experiences.

People could be confident staff were recruited safely with all pre-employment checks completed prior to the staff member starting employment.

Ongoing recruitment was taking place for new staff to join teams.

Newly recruited staff told us they had been supported into their role well and the induction process ensured the skills and abilities required for the role were monitored well.

Agency staff were being used, however, management tried to ensure the use of consistent agency staff as often as possible. This enabled continuity for people receiving support, for the staff team and for the agency worker.

Staff were very supportive of each other at the services we visited. This positive team support led to a warm atmosphere within the services and enabled good relationships to be built with people receiving support.

People commented:

'I get on well with staff'

'staff are all brilliant'

'staff are all really good and approachable, they check in with me'

'staff are fantastic, friendly and caring'

'there for me when I need them'

'they helped me get back on my feet'

People could be confident they would be treated as an individual and their choices, wishes and needs would be respected.

How well is our care and support planned?

5 - Very Good

We made an evaluation of very good for this key question. The service demonstrated major strengths in supporting positive outcomes for people.

People accessing the service could be assured they would be central to identifying their outcomes and being in control of their support.

Care and support plans sampled held detailed information and guidance to support the person well. People were involved in developing their plan included achieving goals using the Outcome Star.

Where people needed support with their mental health, there was guidance from the person on how to support them if unwell. This included information on who had been agreed to contact on their behalf.

Risk assessments informed of guidance from the person and best practice to minimise any risk identified.

People were involved in reviewing their support at a pace that suited them: *'I meet up with my keyworker weekly but there's no pressure if I don't want to talk'*

Staff were very good at recording information following a keyworker, or any relevant conversations. For example, a person had requested staff check their wellbeing following a health episode and staff had completed hourly observations over a specified time period.

Plans were audited to ensure the quality of information was consistent and relevant for each individual. This ensured people continued to be central to their health and wellbeing.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

To ensure people are supported by staff who have the right skills, knowledge and competence to care for and support them well, the provider should:

- update the training matrix to ensure there is good management oversight of staff skills and needs.
- develop a manageable timeline for the roll out of additional training for all staff.
- share these with the Care Inspectorate.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state: 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes.' (HSCS 3.14).'

This area for improvement was made on 8 February 2023.

Action taken since then

Staff had access to and completed a good range of training and development subjects through e-learning / NHS TURAS /in house training and from other professional agencies.

A review of staff skills had led to new training workshops being introduced and these continued to be developed.

Management had good oversight of staff skills and needs.

This area for improvement has been met.

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
2.4 Staff are 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?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

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