

## Penumbra Milestone Care Home Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
16 March 2025

**Service provided by:**  
Penumbra

**Service provider number:**  
SP2003002595

**Service no:**  
CS2014326306

## About the service

Penumbra Milestone is part of the national Penumbra organisation, which is a charity dedicated to supporting people experiencing mental ill health. Penumbra Milestone is based in Southwest Edinburgh. It provides 24-hour support to adults who are living with ARBD (alcohol related brain damage). ARBD is the term that is used to describe a range of symptoms which are caused by a person drinking too much alcohol for a sustained period of time.

Support is provided by Penumbra staff which includes the manager, assistant manager, nurses, mental health and wellbeing practitioners, mental health and wellbeing workers and peer volunteers. The service works in partnership with NHS staff, including a consultant physician, psychiatrist, psychologist, occupational therapist, physiotherapist and named social work staff from City of Edinburgh Council.

The home consists of ten bedrooms with en-suite facilities, a shared conservatory/sitting room, dining area and a quiet lounge. Each bedroom opens into a large, enclosed communal garden area. There is an outdoor gym in the garden. The service is within easy walking distance of shops and has good links into Edinburgh by bus.

The service aims to offer flexible and responsive support to people who are living with ARBD. People are discharged to the care home from acute hospital settings across NHS Lothian. During their stay, people agree to follow a programme of activity and support which aims to build structure and routine into their daily lives. The service supports people to develop their independent living skills to enable them to return to their local community or other accommodation.

## About the inspection

This was an unannounced inspection which took place on 14, 15 and 16 March 2025. 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:

- spoke with six people using the service and one of their family/friends/representatives
- spoke with five staff and management
- observed practice and daily life
- reviewed documents.

## Key messages

- The service provides holistic, person-centred support to support people's recovery.
- The staff and leadership team had a clear vision of the aims of the service and all demonstrated person-centred, non-judgemental values.
- People benefitted from a strong, core staff team who knew them well.
- People using the service valued the difference it was making to their health and well-being.

## 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 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?

## 5 - Very Good

We evaluated the service as performing at a very good level in supporting people's wellbeing. An evaluation of very good applies to performance that demonstrates major strengths in supporting positive outcomes for people and few areas for improvement.

People experienced warmth, compassion and kindness in how they were supported. People said they valued the non-judgemental approach of staff, and this helped to build their confidence and self-esteem. The service supported people to maintain contact with significant people in their lives.

People using the service told us, "without the support of the staff I don't know what where I would've ended up", "I'm working on getting my life on track and going home. The food is really great. There are groups to go to all week, they help me focus and sort my head out. I really like the peace and quiet here, it gives me head space" and "I have a focus now thanks to being here and all the support and care I get". We could therefore be confident that people experienced compassion and respect.

Care records were comprehensive and contained details about how people's needs should be met in accordance with their wishes. People spoken with confirmed they were fully involved the reviews of their care records.

People should expect that their health and wellbeing benefits from their care and support. People were fully involved in making decisions about their physical and emotional wellbeing through their personal plans. Plans clearly identified the support that people needed to maintain their health and wellbeing, for example, people were supported to attend appointments or access events in the community and go shopping. The service was flexible and adaptable to meet people's needs. This promoted independence and helped people to maintain their skills and abilities.

People were supported by a consistent team of staff who knew them very well. People described how care staff supported them in ways that were meaningful to them. This familiarity enabled staff to quickly identify changes in people's health or presentation which ensured that people got the right care and support at the right time.

The service supported people to take their medication safely and effectively through staff administration or prompting. People were also supported to take their medication independently and this enabled them to have as much control as possible over their own medications.

People using the service were consistently involved in the development and improvement of the service. Regular key worker meetings and group meetings took place, and these were well attended by people using the service. People had given their views all aspects of the service. There was evidence that changes were frequently made as a result of these views. We were confident that people's needs and wishes were the main focus when decisions and improvements were being made.

**How good is our staff team?****5 - Very Good**

People should expect that the skill mix, numbers and deployment of staff meets the needs of people. 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.

At this inspection we examined staff recruitment as part of our core assurances and focused on assessing staffing arrangements.

Staff were being recruited safely. The provider followed national Safer Recruitment guidance. The process of recruitment was well organised and documented so that all the elements of the procedure were followed consistently and audited on an ongoing basis. Detailed policies and processes were in place to ensure that they fully monitor and comply with any restrictions placed on staff as part of their right to work in the UK. This meant people using the service could be confident that staff had been recruited safely and were working within their requirements, whilst keeping them safe from harm and risks.

People using the service told us that staff were kind and caring and that they were very happy with their care. We observed staff to support people with warmth and kindness. People told us, "the staff are exceptional, I don't know where I'd be without them", "they include me in everything, they make me feel valued again and I can't thank them enough for that". People benefitted from staff who were compassionate and caring and they could be assured that their care and support was a priority.

Staff told us they enjoyed their jobs and demonstrated that they understood their roles and responsibilities. Staff felt supported by their colleagues and managers. Staff worked well together as a team and communicated well with each other. One member of staff told us, "I'm really happy at work, teamwork is very good. There's a good atmosphere and management are supportive" and another commented, "we have a good team, the weekly team meetings are great, good communication between everyone makes such a difference". All staff we spoke with were focussed on improving outcomes for the people they supported.

The service used their knowledge of people to determine the correct numbers of staff and skills mix required to support people. This assessment method allowed the service to respond to unforeseen changes in people's needs or circumstances. The service demonstrated they had sufficient staffing levels with the right mix of skills, and this meant people could be confident that they would be safely supported by staff who were competent and who had a good knowledge of their needs.

Morale across the service was high, all the staff we spoke to said they were very happy at their work. They told us that they felt well supported in their role and had good access to training opportunities. This supported people to have a positive experience of their care as the staff team were enthusiastic and satisfied at work.

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

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