

Source Housing Support Service Housing Support Service

LAMH
17-19 Cadzow Street
Hamilton
ML3 6EE

Telephone: 01698709260

Type of inspection:
Unannounced

Completed on:
6 March 2025

Service provided by:
Lanarkshire Association For Mental
Health

Service provider number:
SP2004005810

Service no:
CS2004068451

About the service

Source Housing Support Service is provided by Lanarkshire Association for Mental Health (LAMH) which is a registered charity that provides a range of services to people with mental health difficulties. Source Housing Support Service is registered to provide a service to adults with mental health problems.

At the time of the inspection the service was supporting approximately 100 people living within Lanarkshire.

The aim of the service is to "encourage development of strengths and skills; enable people to take greater control of their own lives, promoting recovery and resilience; support people to identify and achieve their hopes and aspirations; support people to use their local community; and support people to remain in their own home reducing the likelihood of a hospital admission during periods of crisis".

About the inspection

This was an unannounced inspection which took place between 4 and 6 March 2025 between 10:00 and 14:00. Feedback was provided at the end of the inspection. 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 and complaints information, information submitted by the service, and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with nine people using the service
- received 28 completed questionnaires (this includes all types)
- spoke with five staff and management
- observed practice
- reviewed documents.

Key messages

- People achieved excellent outcomes relating to their mental health and wellbeing as a direct result of the support they received by the service.
- People were at the heart of decision making and planning of the support they received, which gave them a feeling of inclusion and being heard.
- People benefitted from the continuity of staff which had led to trust and relationships being formed which helped support their recovery.
- People were supported by a professional, knowledgeable, warm, and highly motivated staff group that strived to achieve the best possible outcomes for people.

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?	6 - Excellent
How good is our staff team?	6 - Excellent

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

6 - Excellent

We evaluated this key question as excellent, where performance was sector leading with outstandingly high outcomes for people.

People's health had improved as a direct result of being supported by the service. One person told us, "My mental health is already improving due to the help I am receiving. This is an amazing service".

People told us how they "felt heard" and how this was very important to them at a time of challenge and crisis in their lives. Sessions were provided at a pace that suited them and which helped build up their confidence and coping skills gradually. One person said, "[They] took everything at my pace... They have definitely listened to me as [they] has been able to refer to information I have previously told [them]".

People especially appreciated how quickly the service contacted them once a referral had been completed. This meant people felt action was being taken at a time when they needed it the most in their life.

We received five surveys from visiting professionals that all 'strongly agreed' that people's support needs were being met. Comments included: "Staff are flexible in the delivery of patient support, either 1:1 or groupwork which allows increased engagement" and "They talk to the people like individuals and tailor the support around the person's needs and what the service can provide".

People were fully involved in building their support package and described how they worked in partnership with staff in identifying the goals they aimed to achieve. This helped make sure that people received the right type and level of support for them and help improve their mental health. People's support needs were assessed by trained staff using formal assessment tools when they started using the service. This information helped inform staff as to the best methods to help support people and improve their mental health.

People's support was very responsive to their personal circumstances and this meant each person's support strategies were right for them. One person described how staff "tailored the sessions and paperwork to my needs". Staff worked in partnership with people and one described how "The service is very person-centred and always puts service users at the heart of the care they receive". This ethos was strongly supported by staff.

Support plans were developed in partnership with people, which clearly set out their goals and the actions planned to meet these. The support plans contained relevant person-centred information and were reviewed with the person at each session to make sure strategies were working. This made sure the support was always right for people.

Staff received a range of training to make sure they had the right knowledge to meet people's needs and improve and maintain their mental health. Staff were very well informed about the range of community resources which people could benefit from. People were signposted and supported to community services and people told us this had helped them build and improve their confidence, skills, and mental wellbeing.

Staff were knowledgeable in teaching people techniques to develop their coping skills and improve their mental health. This meant that people learned the skills to help prevent periods of crisis from occurring. People described the hugely positive impact this had made to not only them, but the lives of their family.

One person described how they had been in a "really bad place and was suicidal" but how the support received had "saved my life".

People told us how well these tools had worked for them and how confident staff were in providing them. One person commented, "I have been given lots of tools, information to keep at home which will allow me to deal with my emotions now and in the future". Another person said, "I feel better already. Been given coping mechanisms like breathing, meditation, headphones, and sounds to focus on in the home".

People were invited to become a member of the organisation and join a 'members group'. This provided opportunities for people to engage regularly in wider organisational events, influence change, and join the Board of Directors. The members had discussed the values that were important to them and had developed a survey that was being issued to people who had used the service. Some people were involved in a podcast working group which included people speaking about their experiences of receiving the service and what to expect. This had been as a direct result from people's feedback about anxiety 'triggers' when they first started the service.

People who had used the service had also been involved in a 'social media group'. This involved writing articles and contributing to the service social media outlets. The members group was helping to establish a second members group and aimed to share their experiences to help the group set up.

People were encouraged to take part in other areas of how the organisation operated. This included interviewing potential recruits, reviewing job descriptions, setting interview questions, training delivery/ design, and volunteering within the organisation. People were informed about these opportunities from a participation leaflet that was issued and from staff informing them directly.

The management team used quality assurance systems to gain an overview of how well the service operated and identify areas for developing the service further. The service was very proactive in seeking new and innovative ways to improve the support that people received. One member of staff commented, "This service is always changing and as we continue to develop, it's about taking the feedback and working on this in the best way possible".

People gave feedback about the service using surveys and the manager used them to measure the quality of the support and service people received. People's feedback had influenced the way the service was delivered and this had helped drive improvements within the service and support positive outcomes for people being supported.

How good is our staff team?

6 - Excellent

We evaluated this key question as excellent, where performance was sector leading with outstandingly high outcomes for people.

People benefited from an established, experienced, and highly motivated staff team. Staff were well led by experienced leaders who supported the team to deliver high quality support. The service made sure people were supported by the same member of staff wherever possible. This helped build confidence, trust, and relationships. People told us they really valued having the same staff member throughout their time receiving the service.

People could be confident they were supported by staff who had been appropriately checked and assessed because safe recruitment practices were followed within the service. Staff were supported with training,

shadowing opportunities, and support from more experienced staff to provide a good foundation to their new role. This helped foster a knowledgeable and confident staff group who provided effective support to people.

Through the provider's Continuous Professional Learning programme, staff maintained the right skills needed to support and direct people. One member of staff told us, "All staff are highly trained in all aspects of mental health so regardless of who the referral goes to, you know they're in safe hands".

The manager had a plan in place to promote the Health and Care (Staffing) (Scotland) Act 2019 with both existing staff and new recruits. This aimed to promote discussions about staffing arrangements within the service and promoting staff wellbeing.

Staff were encouraged and supported to develop professionally through regular supervision and appraisals. Observations of staff practice meant people could be assured they were being supported by staff who were competent in providing safe care. The outcomes of the observations were shared with staff and used, where appropriate, during staff appraisals. This helped increase staff self awareness and improve practice to benefit the people they supported.

Staff wellbeing was a standard agenda item at supervision meetings to help make sure there was a focus on the personal health and welfare of staff. The service were exploring more innovative ways to support staff wellbeing. This included combining some meetings with wellbeing activities as more relaxed ways to speak with each other.

Staff were encouraged to make suggestions and be involved in how the service developed. One staff member said, "We are constantly having meetings to address where we could improve things and discuss solutions".

Staff could attend forums and complete surveys to make suggestions or raise concerns and the service had acted upon staff feedback. Designated staff acted as a link between staff and the Board of Directors and regularly met to present staff feedback. As a result, staff had influenced the service's 'Mental Health Strategy' and a 'Wellbeing Day' which had been delivered.

Staff had roles outwith directly supporting people, which helped inform the wider community about what the service could provide. This included visiting community groups and promoting awareness and skills for good mental health. Staff signposted people in the community to the most appropriate routes to get the right help.

Staff arranged community advertising and networking which had helped build community connections. It also aimed to "eliminate the stigma and discrimination associated with mental health". One staff member described how the service "allows you to develop your interests and strengths appropriate to the role".

Some staff were members of working groups in partnership with people who had received the service. One staff member told us, "We have started a podcast to promote the organisation, in discussions with nurses and creating working groups, showing the flexibility of our service to develop". Another staff member told us how "The staff team are innovative and strive for new things".

We received positive feedback about the staff from five external professionals who had been involved with the service. Comments included: "The leadership is filtered through the individuals who work within this service and appear to have a good quality of leadership to complete their jobs" and "Team are very supportive and always offer the highest quality of support".

Staff and management demonstrated a caring, supportive manner with genuine warmth when engaging with people and with each other. This helped support everyone's mental and emotional wellbeing and created opportunities for meaningful engagement and for people to feel valued and supported. One staff member commented how the service built "good working relationships with clients and colleagues, promotes team work while supporting individuals... It's inclusive and welcoming for all".

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?	6 - Excellent
1.3 People's health and wellbeing benefits from their care and support	6 - Excellent

How good is our staff team?	6 - Excellent
3.3 Staffing arrangements are right and staff work well together	6 - Excellent

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

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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 iartras.

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.