

Crane Services Offender Accommodation Service

Edinburgh

Type of inspection:
Unannounced

Completed on:
18 March 2025

Service provided by:
City of Edinburgh Council

Service provider number:
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Service no:
CS2003010953

About the service

CRANE Services is a City of Edinburgh council accommodation service providing monitored and supported living for offenders. This criminal justice supported accommodation service is delivered from two adjacent terraced houses in the city centre of Edinburgh.

Accommodation is in two types; a seven-bedded house, where service users share communal areas but have private bathrooms, and a second house with four self-contained single flats.

The service also provides outreach support to ex-service users. The service includes staff accommodation, interviewing rooms and a training suite. There were 7 people resident at the time of inspection.

About the inspection

This was an unannounced inspection which took place between 09:30 and 16:00 over two days from the 11 and 18 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.

To inform our evaluations of the service we:

- spoke to five people being supported
- spoke with staff and management
- reviewed documents
- received feedback from nine external professionals

Key messages

- People were supported to an excellent standard in providing positive experiences and outcomes.
- The service provided supports that contributed significantly to public protection.
- People were supported by a very high quality staff and management team who worked well together.
- There was very good collaborative working across agencies.
- Staff supervision meeting frequency and recorded level of detail could be further improved.

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?	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?

6 - Excellent

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

We spoke to people who were supported within the service. These were a mix of people temporarily living in the service after release from prison and those on short-term home leave from open prison. They told us that the service supported them to a very high standard and that the staff were excellent in their friendly matter-of-fact approach. People were treated with dignity, understanding and respect. Where necessary people were supported to attend both therapies, voluntary work and social activities, within the boundaries of any licence conditions placed on them by the courts. This support also included expert guidance through the sometimes challenging and complex benefits system. For people transitioning from the prison setting to community living, these engagements promoted their independence and increased their confidence with all aspects of independent living.

Staff had excellent relationships with people and were committed to helping them progress. The very low level of concerning incidents in the service also provided evidence of a safe environment. This was also reflected in comments made when speaking to people in residence who felt safe. External professionals who responded to our questionnaires issued before the inspection took place commented positively about the service. Comments included: 'Crane has excellent planning with people and professionals prior to a person being accommodated', 'Crane are integral in supporting people adjust to life in the community, often after

long periods in custody'. This assured us that people were getting the supports they needed to be safe and able to return to community living.

Risk assessments and support plans were completed to a high standard. All necessary information regarding people's wishes and preferences as well as any restrictions that had been placed on them by the courts were shared appropriately with staff. This meant they could protect people supported, the public and themselves whilst providing appropriate supports to people. People supported were aware of what supports were available and clear about what was expected of them. Staff told us: 'We are very good at building a relationship with the clients.' Staff were clear that they maintained a high level of professionalism in their approach. Records sampled were kept up-to-date to ensure the service was meeting people's needs and improving outcomes whilst having an active role in public protection.

How good is our staff team?

5 - Very Good

We evaluated this key question as very good because strengths under this key question significantly outweighed any areas for improvement.

Staff presented themselves as happy working in the service and demonstrated a good knowledge of people's needs and how these could best be met. They gave an overall impression of a close team of staff who worked well together so that people experienced a very good level of care.

We could see, on checking training records, that staff were subject to a very good range of mandatory training packages. Staff had completed their training in key areas where training was offered both online and face to face. We were told by staff that they had also received specialist training and individualised briefings for people who had complex needs. Management oversight of training records could be improved to ascertain any potential gaps in training as each staff member's file required to be individually reviewed to gain this information. This formed part of discussions with the management team during the inspection.

Staffing levels and mix of staff were sufficiently in place to meet people's needs. People spoken to during inspection had a consistent staff team, which meant staff knew people and their needs well. Staff confirmed this in conversations. Staff told us they would pull together to ensure people's needs were met. It is important that managers keep on top of staffing levels and mix of skills to ensure people can be properly supported. It was clear that when interviewing staff the management team were approachable, supportive and would listen when staff raised concerns, addressing and facilitating improvements in people's supports.

Staff took part regularly in supervision meetings with a senior member of staff. This is time staff have with their supervisor to discuss practice, development and raise any personal issues that may impact on work. Staff felt these were useful meetings where not only service provision, but their needs and issues were discussed and considered. It was noted that the frequency of these supervision meetings varied for some staff and that these should take place regularly for all staff. It was also noted that recordings of these meetings could be more structured and detailed. These low-level concerns were again discussed during the inspection as management had already recognised the need to improve in these areas. These meetings are important to monitor staff wellbeing and practice to ensure people supported continue to experience an excellent quality of care and support from a competent workforce.

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

Procedures should be developed to ensure that medication recording, specifically of controlled medication, follow good practice guidance.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'I experience high quality care and support based on relevant evidence, guidance and best practice' (HSCS 4.11).

This area for improvement was made on 11 February 2022.

Action taken since then

The service does not prompt, assist or administer medication to the people it supports. The service does however, have a reasonable process, supported by a protocol, for storing controlled medicines so as to keep people safe. A stock balance is recorded and on request residents can access their medication. Documents are signed by staff and resident at each interaction. This area for improvement had 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?	6 - Excellent
1.3 People's health and wellbeing benefits from their care and support	6 - Excellent

How good is our staff team?	5 - Very Good
3.3 Staffing levels are right and staff work well together	5 - Very Good

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