

Health in Mind Trauma Services Housing Support Service

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Telephone: 0131 225 8508

Type of inspection:

Unannounced

Completed on:

13 January 2020

Service provided by:

Health in Mind

Service provider number:

SP2004005543

Service no:

CS2004056307

About the service

The service is registered as a Housing Support Service and provides a service to adults who have experienced trauma and are experiencing mental health issues. There is choice in where this support can be received - at home, in Health in Mind's office or in the community.

The service is divided into three parts. Pathway Women supports women who have experienced childhood sexual abuse. Pathway Men supports men who have experienced childhood sexual abuse, rape or domestic violence. The team also support people who were abused or neglected as a child in care in Scotland. This support is purchased by Future Pathways. (This is the largest part of the service)

These trauma services offer both emotional and practical support. Emotional support can give people an opportunity to talk about the trauma. People are supported to look at their responses to certain situations and develop new ways of coping during times of distress. Practical support can include support to improve life skills - for example, taking up a new activity or reducing social isolation by finding ways to meet new people / join groups. This can also mean support with completing forms or managing and attending appointments.

At the time of inspection the service consisted of a full-time manager and three whole time equivalent staff.

This service has been registered since 2004.

What people told us

We received feedback from eight service users who completed and submitted a Care Standards Questionnaire (CSQ). We also spoke with one service user in person and a further four service users by telephone over the period of the inspection.

Comments included:

"I have had a long relationship with Health in Mind and my current support worker, and throughout that support has never been less than excellent." (written comment in CSQ)

"I get amazing support. I've gone from wanting to take my own life to a place of real hope for the future. The person that works alongside me is a genuine caring person, always improving how I view myself. I can cope better because of the skills they taught me - the encouragement, the understanding. This service saved my life." (telephone feedback)

"I am grateful to have access to such a personal service particularly suited to my needs. My project worker goes well beyond what I would have expected from any support service and teaches me skills that would normally not be accessible to me." (telephone feedback)

"If it wasnae for Health in Mind and Future Pathways I don't know where I would be - screaming in hospital or deid." (written comment in CSQ)

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?	5 - Very Good
How good is our staffing?	not assessed
How good is our setting?	not assessed
How well is our care and support planned?	not assessed

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

People being supported by the service had a positive support experience. People spoke of their relationships with their support workers which were professional yet genuinely compassionate. People felt valued and respected by the service and experienced that their confidentiality was entirely honoured. The relationships built were tailored to each individual's need. Those using the service had a great deal of trust in the ability of those who were supporting them.

Outcomes were recorded through the Individual Recovery Outcomes Counter (IROC) which helped those who used the service identify goals. The system showed pictorial evidence of progress in each area of support, for example their health and wellbeing and social relationships. People who used the service told us they liked tracking their progress in this way. This helped to show people which areas of their support were improving and identify areas to focus on in future support meetings. People felt this input to their own support helped to retain their independence, dignity and choice. Someone told us "100% greatest respect and dignity towards me - can't fault them in any way". The manager was providing leadership to the staff team so that they could support some people to take more ownership of their support planning, and further involve them in assessing their own outcomes and directing their support. A staff member told us that they now had improved direction as to how people's support plans and risk assessments should be documented.

People felt their support had a positive impact on their lives. People told us about their lives and the importance the service held for them. One person told us "I live my life under great stress... they bring a positive impact to my life". Another said they'd had "years of loneliness and this is helping me out of that". People used the support for a range of things which all had a positive impact on wellbeing. Assistance with cooking and maintaining the cleanliness of their accommodation was provided for one person we spoke to. He called the service "the best thing that's ever happened to me." When asked for ideas on how the service could be improved he responded "you can't improve on perfection."

People felt empowered by using the service and fully involved in any decision-making about their support and future. Due to the complex levels of trauma staff were working with, people told us it was important to them that staff were aware of this and how their trauma can impact their every day life. All people who used the service that we spoke to confirmed this was the case. They felt comfortable with the level of experience from their support staff.

One person using the service told us "I've made a lot of progress. They listen to me which is great. It is led by me as the client." The types of relationship built were having a positive impact on the wellbeing of those using the service. People felt safe and able to talk about things they have not opened up about in the past. Staff were creative with support. Meetings could take place out in the community to help people integrate into their community. Someone told us "my meetings are out in the community - my choice. Walking and talking is better for my mental health".

Some people were concerned about when their support would come to an end. Support was in place for up to two years but some people told us they felt they would still need support at the end of that period. One person receiving support stated they had been told only two months before the end date that their support would be ending. Another told us without support there would be a "gaping hole" in their life. This was discussed with the manager during the inspection process who informed us this was something she had been working on and that all people would be prepared for the end of their support from around six months after their support had started.

How good is our leadership?

5 - Very Good

People told us they felt the service was managed very well. People told us the manager has worked to ensure a presence in the service and all those using the service who we spoke to had met her and spoke highly of her. The manager was also available to ensure continuity of support in the absence of staff. Incidents were managed well and people felt supported by the manager when dealing with challenging situations.

The service had introduced new support plans which were more streamlined. This helped staff record information in a more structured and person-centred way. Risk assessments had also been improved since the last inspection and allowed for more detail in how risks would be reduced for people. The content of the risk assessments could still be improved upon by increasing the level of detail in resulting action plans, providing a step by step guide for people.

People who used the service were involved in reviewing their support and supported to understand what standards to expect from their support. A new system of quality assurance which was based on the Health and Social Care Standards had been implemented. The manager collated this information and used this to evidence areas for improvement. We spoke about how this could be developed further and be fed back to people who used the service. During the inspection a team day was held and a review of feedback was one of the agenda items discussed.

The service followed recruitment practices in line with safer recruitment. People who used the service were involved in the recruiting of staff, which staff spoke of positively. Induction files were in place for new starts joining the team and a range of training was covered before being allocated people to work with. People informed us that the manager was pro-active in the induction process and that they felt supported in their understanding of the role. Support staff were introduced to those they would be working with in a sensitive and planned manner. Staff received a range of training when in post that was specific to their role. This includes three different levels of training on working with people who have suffered trauma.

Staff were able to reflect on their practice and contribute to the service in many ways. People received regular structured supervision with the manager but also recognised a great deal of informal supervision took place due to the manager regularly being available in the service. Team meetings also took place with regularity. Reflective practice meetings which had been outsourced provided staff with another space to discuss practice and develop their skills. Someone told us they "feel a sense of team" and that "we are very supportive of each other."

We spoke with other professionals who worked with the service. They told us they always had a very good experience with the service. They felt the service was managed well and that people using the service confirmed to them that they were happy with their support. There were very good levels of communication and information sharing. We were told "it feels like co-working".

The staff team had been involved in reviewing the service's aims and objectives. We discussed the current registration as a housing support service with the manager and have asked them to submit the revised aims and objectives. This will support the service in assessing whether the type of service they are currently providing fits with the criteria for housing support services.

How good is our staff team?

This key question was not assessed.

How good is our setting?

This key question was not assessed.

How well is our care and support planned?

This key question was not assessed.

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
1.1 People experience compassion, dignity and respect	6 - Excellent
1.2 People get the most out of life	5 - Very Good
1.3 People's health benefits from their care and support	5 - Very Good

How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good

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