

Midlothian Service - Polton Centre Housing Support Service

Pentland House
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Penicuik
Midlothian
EH26 8NW

Telephone: 07702 941785

Type of inspection: Unannounced
Inspection completed on: 13 November 2017

Service provided by:
Salvation Army

Service provider number:
SP2004005634

Care service number:
CS2016347330

About the service

Statement of aims and objectives (as specified in the service specification)

To provide a supported accommodation service from the Council's temporary accommodation at Pentland House, Penicuik (44 rooms with a maximum of 49 occupants) and Polton Centre, Lasswade (15 persons).

- (i) To ensure that the accommodation used for the service meet at least the minimum requirements in respect of all related legislation and in accordance with care standards regulated by the Care Inspectorate.
- (ii) To enable individuals to develop the skills and confidence to successfully maintain their own tenancy.
- (iii) To work actively in helping each individual to move on from temporary accommodation and secure permanent accommodation.
- (i) To ensure all service users have a programme of structured and meaningful activities.

What people told us

We spoke with four service users across the two locations to gather their views on the quality of the service they received. We also received four completed pre-inspection questionnaires from people. Their feedback was largely very positive.

We issued pre-inspection questionnaires to a sample of service users to gather their views of the service and the support they received.

The large majority of responses from people was very positive. Comments included:

"The staff are brilliant and always there if you need a chat".

"All the staff treat me well".

"I feel safe, safer than the last place I was in".

"...my support plan has helped me a lot. Once a week I meet with my support worker to find out how I am doing and the progress I have been making since moving in. My support worker has been amazing, everything has been good and still remains good".

Two supported people were not familiar with how to raise a concern to the Care Inspectorate.

Self assessment

We are not asking services to submit a self-assessment for this inspection year. Instead, we will ask services for their improvement or development plan and discuss any improvements they may have made or intend to make since the last inspection.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of staffing	4 - Good
Quality of management and leadership	4 - Good

Quality of care and support

Findings from the inspection

The service performs to a good standard, meeting the support needs of those utilising the support in a very person centred way. This was clearly evidenced through our discussions with people and our sample of documentation.

One of the key strengths of the service is having the local authorities housing department officers based on site. This provides a valuable source of additional support, information and advice to those seeking permanent accommodation. The support staff had a good knowledge of local support services to sign post people to, for example; mental health, dependencies and welfare rights.

Positive outcomes were being achieved by people with the support of the staff, which included access to housing, employment, education or voluntary work.

Support staff strive to ensure every person has a positive experience with using the service and are both motivated and committed to support people to achieve their full potential.

A service user satisfaction survey was undertaken earlier in the year and the findings were very positive. Many comments were made, praising the quality of the staff and management.

The support plans belonging to people were very comprehensive and provided clear guidance to support staff in terms of meeting their support needs and agreed outcomes. Monthly reviews of people's outcomes were recorded, using a recognised self-assessment tool where the supported person can track their own progress with using the service.

The service operates across two locations in Midlothian. Following changes where staff are primarily based, it has resulted in a reduction of support at the Polton Centre compared to what people had become used to. The impact of this has been minimal for most however, the service provider has recognised that improvements are needed and are working closely with the local authority to increase the concierge staff to provide 24/7 coverage.

We recommended to the service that they continue to review the staffing levels at both locations as the service becomes more established, recognising that some may present with more challenging complex support needs.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The service should continue to review the staffing levels at both locations as the service becomes more established, to ensure people's needs are met.

National Care Standards, Housing support, Standard 3 - Management and staffing arrangements.

Grade: 4 - good

Quality of staffing

Findings from the inspection

Overall, the feedback we received from people as to the quality of staffing was very positive. We were told that staff showed dignity and respect at all times and good working relationships have been formed.

The large majority of staff felt supported in their roles and received both comprehensive induction and on-going training opportunities.

Regular staff supervision meetings with their line manager were held in-line with their relevant procedures, which included setting learning and development objectives for the year.

Staff meetings are held on a regular basis, discussing people's outcomes and the ongoing development of the service. The manager recognised that improvements were needed as to how actions from one staff meeting to the next were met and recorded.

We identified that very few staff were registered with the SSSC (Scottish Social Services Council) which has recently opened for this registered service. The manager recognised that this was a priority to support staff with, in addition to meeting any requirements of registration in relation to completing formal qualifications. We have confidence in the service that this will be addressed in a timely manner.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

Service users, carers and staff spoke highly of the management and support they received. Good communication was in place and staff had confidence in the management should they have to raise any issues with them.

The service was making good use of their new technology systems to record how support was delivered to people. This allowed for less administrative work and more time engaging with people.

The service provider has a number of quality assurance tools in place which has gained accreditation by professional bodies including IIP (Investors In People). The manager acknowledged that this was at an early stage of implementation for this service however, plan to further enhance the quality assurance tools used as the service becomes more established.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

There are no outstanding requirements.

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

There are no outstanding recommendations.

Complaints

There have been no complaints upheld since the service was registered with the Care Inspectorate.

Enforcement

No enforcement action has been taken against this care service since the service was registered with the Care Inspectorate.

Inspection and grading history

This service does not have any prior inspection history or grades.

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