

# Penumbra - Edinburgh Supported Living Service

## Housing Support Service

5 Leamington Terrace  
Edinburgh  
EH10 4JW

Telephone: 0131 229 0560

**Type of inspection:**

Announced (short notice)

**Completed on:**

22 January 2019

**Service provided by:**

Penumbra

**Service provider number:**

SP2003002595

**Service no:**

CS2004061905

## About the service

Penumbra's Edinburgh Supported Living Service has been registered since 2004.

The service offers personalised and flexible support to people who are living in their own homes across Edinburgh and also from two community homes.

Recovery focused practical and emotional support is based on the individual needs and goals of each person.

The service manager works alongside two support managers who oversee a number of small teams, each led by a recovery practitioner. Each team is allocated a geographical area of the city.

At the time of inspection around 188 people were making use of the service.

The Service Users Charter states 'Penumbra envisages a society where people with mental health problems expect recovery and are accepted, supported and have the resources to fulfil their potential. Our vision is aspirational, ambitious and hopeful'.

## What people told us

During our visit, we spoke with ten people who use the service and we received eight completed care standard questionnaires from a sample sent out.

Everybody told us they agreed or strongly agreed that overall they were happy with the quality of care and support the service provides.

We spoke to one relative of a person who receives support.

A sample of comments from questionnaires and those we spoke with throughout the inspection include:-

'My support workers are angels in disguise.'

'Staff don't make me feel rushed and will stay longer if they need to.'

'I find that staff are very patient with me, which I appreciate.'

'I couldn't do without the support'.

'Penumbra provide wonderful all round help and support for their clients and immediate families, especially in times of crisis when the team are always ready to help and pick up the pieces.'

## Self assessment

There was no requirement for the service to provide a self assessment for the inspection year 2018/19. Issues relating to quality assurance, feedback from people using the service and their relatives along with the quality of the service's improvement plan are all considered throughout the inspection.

From 1 April 2018, the new 'Health and Social Care Standards' have replaced the National Care Standards. These seek to promote and improve outcomes for people who experience care. Services should now be providing support in accordance with the guidelines outlined therein.

These are:

- 1: I experience high quality care and support that is right for me.
- 2: I am fully involved in all decisions about my care and support.
- 3: I have confidence in the people who support and care for me.
- 4: I have confidence in the organisation providing my care and support.
- 5: I experience a high quality environment if the organisation provides the premises.

<https://scotgov.publishingthefuture.info/publication/health-and-social-care-standards-my-support-my-life>

## From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of staffing	not assessed
Quality of management and leadership	5 - Very Good

## What the service does well

The service supports people using a recovery approach and have adopted the IROC (Individual Recovery Outcome Counter) as a self assessment tool reviewed by people every three months against wellbeing indicators to support their recovery. IROC allows good conversations to take place which adds to the recovery process.

People told us they knew their recovery workers well and had a consistent small team who supported them. External stakeholders told us they had observed positive approaches and effective communication take place.

'Very happy, I couldn't cope without support'

'Staff are very accommodating, caring and supportive'.

'I was impressed by the staff members input and commitment to helping the person improve the quality of their life'

This consistency meant recovery workers and management had a good understanding and knowledge of people who told us they felt safe.

All staff we spoke with told us they felt well supported in their role and had opportunities to discuss issues at 1:1 and team meetings.

We had the opportunity to attend part of a boundaries training day and found the quality of discussions encouraged throughout to be relevant. Staff told us they found the training reflective and beneficial to their roles.

Some staff had developed various groups for supported people to join - art group; relaxation group and social groups. People told us they enjoyed going to these as it got them out and one person said they had met people they would never have met otherwise.

One person's recovery had recently enabled them to move to their own tenancy.

A well trained and supported staff team mean people can be confident in those that support and care for them.

The service had various quality assurance systems in place which were audited annually by the provider. Actions from these audits led to development plans being in place for the service.

Along with a culture from management to continually improve, there was an overall positive atmosphere within the main office with people feeling comfortable to come and go. and feel involved.

## What the service could do better

The service is proactive in encouraging staff to be responsible for maintaining their own personal development and training records. We were advised that the providers HR department keep up to date records of staff training, We discussed with the manager to identify a training matrix for the Edinburgh teams so that there is a clear overview of any training gaps or refresher training that is required for staff.

Recovery plans and risk assessments we saw were varied in completion. The service was in the process of transferring various risk assessments currently used to a new 'personal safety plan' which included staff attending training on risk and recovery. The plans we saw contained good detail and had included people in reviewing their own risks. We discussed with the manager and staff about archiving old information so only the most relevant and up to date was available. We will review this new system at next inspection.

People's recovery plans are kept up to date by recovery workers and then spot checked by recovery practitioners. We encourage management to complete monthly spot checks on a sample of these to ensure the quality of these is acceptable and relevant.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

## 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).

## Inspection and grading history

Date	Type	Gradings
10 Oct 2017	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
30 Nov 2016	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
6 Nov 2014	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
13 Nov 2013	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 3 - Adequate
16 Nov 2011	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 4 - Good Management and leadership Not assessed
27 Sep 2011	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership Not assessed
6 Nov 2009	Announced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
22 Dec 2008	Announced	Care and support 5 - Very good Environment Not assessed Staffing 6 - Excellent

Date	Type	Gradings	
		Management and leadership	6 - Excellent

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