

# RAMH

## Housing Support Service

41 Blackstoun Road  
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Type of inspection: Announced (short notice)  
Inspection completed on: 3 May 2017

**Service provided by:**  
RAMH

**Service provider number:**  
SP2003000250

**Care service number:**  
CS2003051815

## About the service

The Care Inspectorate regulates care services in Scotland. Prior to 1 April 2011, this function was carried out by the Care Commission. Information in relation to all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com).

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

RAMH (previously Renfrewshire Association for Mental Health) provides a combined Housing Support and Care at Home service based at four locations in Renfrewshire and East Renfrewshire. The service's aim is "to deliver services to individuals and their families in their local community, to enable recovery from mental ill health and promote well being".

The service links with other resources within the organisation to enable service users to have access to a range of events and opportunities that support and promote their recovery. This includes employability groups, counselling courses and other social events.

The service is staffed by a registered manager and service manager, team leaders and support staff and provides a flexible and tailored approach to meeting people's needs.

## What people told us

We spoke to one person who used the service and two relatives. They told us their views about how the service had helped them. We noted how the person using the service had become more confident since the last time we spoke to them during a previous inspection. Comments included:

"Staff are really good at helping me with things, they know me and know how to help me be confident doing things for myself."

Relatives described how the service communicated with them if there were any concerns or changes, and how they responded flexibly to their requests to try new approaches and different techniques in order to support their relative to engage with the service in a more positive way.

We received two completed care standards questionnaires from people who use the service prior to our inspection. Responses within these questionnaires were very positive.

## Self assessment

We did not ask the provider to complete a self assessment this year. We looked at their own improvement plan, strategic plan and some quality assurance paperwork and referred to their previous self assessment.

We were satisfied with the way these had been completed and could see that the provider had identified key areas to work on, with progress already achieved in some areas.

## From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of staffing	not assessed
Quality of management and leadership	6 - Excellent

## What the service does well

This service excelled in ensuring that it worked in a person centred and recovery focused way. People who used the service were able to give feedback about it through a range of methods throughout the year. This included through service forum events which had comprised of an annual forum in summer 2016 and a Christmas panto where service users and staff had been fully involved in planning and leading the events. In addition the service had again carried out an annual satisfaction survey to identify areas for improvement and good practice. We saw that the findings from these events had been used to inform the service improvement plan. We also noted that where people made a comment or complaint to the service that had been resolved there was contact made to follow-up if the person was satisfied with the outcome of this, or if further work was needed.

Individual recovery action plans were in place within people's personal plans. These plans contained information in respect of the person's wishes about advance statements, should they need to go into hospital. These were reviewed regularly along with the whole plan to ensure that people's wishes were captured and could be respected.

We saw that excellent risk enablement work had been carried out in order to support a service user to go on holiday, which had been a goal for the person despite being a high risk activity. This work had involved developing protocols and systems for the use of telecare support whilst away, and identifying known locations where the person may go if they disengaged from telecare support at the agreed times. We saw that this had been a hugely successful activity for the person, with the service working effectively to support a positive outcome.

The management team were rigorous in continually improving the service. They did this through identifying areas for improvement and development, and working with other agencies and professionals to improve outcomes for service users. For instance they had developed a pilot to ensure people who were homeless and were referred to the service were seen quickly in order to avoid a delay and therefore deterioration in their circumstances.

We found that the service improvement plan fitted with the organisation's strategic work plan and was informed by feedback from people who used the service and staff. The provider had identified challenges in the provision of supervision to staff following personnel changes and had taken action to rectify this effectively.

## What the service could do better

The service was developing its recording system to enable individual outcomes to be linked to the National Outcomes for Scotland. We found that some care plans did not clearly identify what the person's outcomes were, and thought that this development could assist staff skills in this area.

The service supported staff at supervision and various other opportunities to understand what the Scottish Social Services Council's Codes of Practice meant to them. We thought the service could reflect this more effectively in supervision records by including the detail of staff reflection on their practice.

## 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
29 Apr 2016	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing Not assessed Management and leadership 6 - Excellent
1 May 2015	Announced (short notice)	Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent Management and leadership 6 - Excellent
25 Jun 2014	Announced (short notice)	Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent

Date	Type	Gradings	
		Management and leadership	5 - Very good
20 Aug 2013	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 6 - Excellent 5 - Very good
15 Jun 2012	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 6 - Excellent 5 - Very good
11 Jun 2010	Announced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 5 - Very good Not assessed
28 Aug 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good
27 Jun 2008	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 4 - Good

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