

# RAMH

## Housing Support Service

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Telephone: 0141 847 8900

Type of inspection: Unannounced  
Inspection completed on: 18 June 2018

**Service provided by:**  
RAMH

**Service provider number:**  
SP2003000250

**Care service number:**  
CS2003051815

## About the service

RAMH (previously Renfrewshire Association for Mental Health) provides a combined Housing Support and Care at Home service based at 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 wellbeing".

The service links with other resources within the organisation to enable people who use the service to have access to a range of events and opportunities that support 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.

At the time of this inspection the service was providing support to 228 people

## What people told us

We sought the views of people who use the service in a number of ways. We met with five people at their home addresses, one relative was present at one of the visits. An inspection volunteer spoke on the telephone with a further five people and we took into account the information in the six questionnaires that were returned to the Care Inspectorate by people using the service.

Overall people were very positive about the quality of the service they received. Where less favourable comments were made we were satisfied with the managers response. These generally indicated that staff had not always attended on time or there had been short notice changes to the staff rota.

Comments included:

"makes a difference, helps".

"made my wellbeing a lot better".

"gives me structure to do housework and activities"

"very hands on and care about your welfare, I look forward to them coming".

## Self assessment

We did not ask the provider to submit a self assessment to the Care Inspectorate prior to this inspection visit.

## From this inspection we graded this service as:

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

## What the service does well

People supported by RAMH continued to experience an excellent service that helped them achieve positive outcomes. The service provided to some people who had previously been supported in long term hospital care helped them continue to live well and be active within the community. Others with smaller care packages benefitted from the practical assistance they received. People told us how the support they received improved their sense of wellbeing "enhances my life a great deal".

Staff at all levels were responsive to peoples support needs because they knew them well and had developed positive links with key partners in health and social care and with peoples relatives. "Absolutely brilliant with dealing with people with my needs".

People were central to the care they received and recovery plans had a focus on their desired outcomes. Because people were involved in regularly reviewing their recovery plan it was easy to track the progress that they had made and what had worked well. "Helped me to be sociable again, getting out and about, I've come on well".

People were able to comment on how the service was delivered in a number of ways and were central to the recruitment of new staff. This meant that the valuable insights of people using the service helped the service improve.

Staff said that training opportunities were excellent. Staff felt that they were well supported and received regular supervision that helped them reflect on their practice and develop as practitioners. This culture of learning meant that people were supported by staff who were skilled and effective in their role.

Staff demonstrated leadership values and opportunities had been created for staff to develop in areas that benefitted them, the team and ultimately people using the service. The creation of champion roles was an example of this.

People spoke positively about staff and benefitted from approaches that were underpinned by best practice and staff knowledge of current legislation. This meant that people were being supported to stay safe whilst being enabled to take risks.

## What the service could do better

We suggested that the provider implement quality audits as part of their strategy to continue to drive up the quality of information recorded about people using the service.

The strengths of people using the service could be better reflected in assessment paperwork and recovery support plans. This will help staff have a better understanding of peoples abilities as well as the areas where they need support.

The provider should continue to review the risks and potential interventions for people who are at risk of drug overdose.

## 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
3 May 2017	Announced (short notice)	Care and support 6 - Excellent Environment Not assessed Staffing Not assessed Management and leadership 6 - Excellent
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 Management and leadership 5 - Very good
20 Aug 2013	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent Management and leadership 5 - Very good
15 Jun 2012	Unannounced	Care and support 6 - Excellent

Date	Type	Gradings	
		Environment Staffing Management and leadership	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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