

RAMH

Housing Support Service

41 Blackstoun Road
Paisley
PA3 1LU

Telephone: 0141 847 8900

Type of inspection:

Unannounced

Completed on:

22 May 2019

Service provided by:

RAMH

Service provider number:

SP2003000250

Service no:

CS2003051815

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com

The service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 01 April 2011.

RAMH provides a combined housing support and care at home service to adults with mental ill health living in their own homes. The service has an office base in Renfrewshire and East Renfrewshire, and services are currently provided throughout both areas.

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."

At the time of the inspection, 249 people were using the service.

What people told us

Prior to visiting the service, we sent 130 Care Inspectorate questionnaires to people, 31 of which were returned completed. During the inspection we spoke with 10 people using the service and one relative. An inspection volunteer spoke on the phone with a further 13 people.

Some of the comments we received included:

"I cannot commend this service and the teams involved highly enough."

"I am glad to have RAMH. I don't know what I would do without them. They have really helped me. It's good to talk to them and know they understand."

"Staff here are brand new."

"I feel comfortable telling staff if I don't like something."

"Helping with ongoing recovery very well."

"The service is great - helped me through an awful lot."

"Staff make time to talk to me, couldn't praise them any higher."

"Make me a lot happier."

"Am not always informed of change of cover staff, but this is improving and I am now phoned in advance."

Self assessment

The service was not asked to complete a self-assessment in advance of the inspection.

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	5 - Very Good

What the service does well

People continued to experience excellent care and support that promoted their independence and improved their wellbeing. The comments we received reflected people's views of an excellent service that helped them achieve positive outcomes. Speaking about the difference the service made to their life, one person stated it was "100% better." Another person told us, "I think the service is excellent and is helping me on my recovery."

People felt valued and respected, and praised the supportive relationships they had with staff. Describing the benefits that stemmed from the positive rapport developed, one person commented, "They make me feel a lot better." Another stated, "I like the fellowship and the friendship." The increased confidence people experienced because of their support enabled them to actively participate in their community in ways they wanted.

Excellent examples of person-led planning demonstrated how people were recognised as experts in their own experiences and needs. One person described how support to develop their independent living skills assisted them to achieve their desired outcome of maintaining their tenancy. Another person told us, "Staff are very respectful and willing to help support me with the choices I make." This personalised, aspirational approach ensured people had control over their support, enabling them to get the most out of life.

People were viewed as unique individuals, and their abilities recognised and encouraged. For example, detailed recovery protocols and risk assessments identified people's strengths, promoting their independence as well as their safety. A risk-benefit approach empowered people, supporting them to achieve their potential whilst protecting them from harm.

A collaborative approach to service provision was a service strength. Appropriate information sharing with other services ensured people benefitted from coordinated care and support. Signposting to a wide range of resources and support groups, and awareness raising of advocacy and local helplines assisted people with self-management. In addition, comprehensive written agreements meant people were supported to fully understand the options available to them. This demonstrated how people's rights and choices were promoted and upheld.

A culture of improvement and learning was evident, and people's views were actively sought. Frequent consultation took place using a variety of methods including questionnaires, phone calls, review meetings, stakeholder forums and open days. Where issues were identified, the service took action to resolve them. Planned outcomes from information gathered then formed part of the operational development plan. This demonstrated how influential people's opinions were in determining service improvement.

What the service could do better

Recording within some recovery plans and daily logs could be more personalised to better reflect people's involvement. This would further assist the service to monitor whether support provided was effective in meeting people's desired outcomes.

The service had recently undergone a period of transition, with changes to the management structure and some staff roles. This had impacted on the frequency of staff supervision which was not happening as often as it should. The manager was aware of this and told us of their improvement plans.

The manager should ensure that all staff required to be registered with the SSSC have achieved this within the appropriate timescales.

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.

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.

Inspection and grading history

Date	Type	Gradings
18 Jun 2018	Unannounced	Care and support Environment 6 - Excellent Not assessed

Date	Type	Gradings
		Staffing 6 - Excellent Management and leadership Not assessed
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 Environment Not assessed Staffing 6 - Excellent Management and leadership 5 - Very good
11 Jun 2010	Announced	Care and support 6 - Excellent Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
28 Aug 2009	Announced	Care and support 5 - Very good Environment Not assessed

Date	Type	Gradings	
		Staffing	5 - Very good
		Management and leadership	5 - Very good
27 Jun 2008	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good

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