

The Edinburgh Crisis Centre Support Service

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Edinburgh
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Telephone: 0131 561 0081

Type of inspection: Unannounced
Inspection completed on: 14 May 2018

Service provided by:
Penumbra

Service provider number:
SP2003002595

Care service number:
CS2007167839

About the service

The Crisis Centre offers telephone, text, email and 1-1 support from its base in Leith.

The centre is managed on a daily basis by Penumbra and currently is overseen by a Public Social Partnership group consisting of representatives from Centre users (supported by Advocard), NHS Lothian, City of Edinburgh Council, Edinburgh Carers Council, Police Scotland and other third sector providers.

The centre is community based service and is accessible 24 hours a day, 365 days a year. Leaflets about the service are available across Edinburgh, in GP surgeries, student/halls, CMHTs, counselling services and police stations. The Mental Health Assessment Service and Emergency Duty Social Work Team also signpost people to the centre.

Service Aims

The Crisis Centre is open to all Edinburgh residents aged 16 years or over who are experiencing a mental health crisis, or a carer for someone who is. Centre staff support people to manage their immediate crisis or to prevent further crises occurring or escalating.

Types of Support Provided

People initially contact the service by email, text or a free, confidential, telephone helpline. Crisis Centre staff work with people to support them through their distress. Where safety is an issue for people in distress, suicidal thoughts and feelings are openly discussed and staff support people to make safe plans.

Depending on the outcome of the discussion and review, a person may be offered the opportunity to visit the centre for a 1-1 session. Appointments for 1-1 meetings are made as quickly as possible - sometimes immediately and usually within the same day. As with telecommunications support, Crisis Centre staff work with visitors to support them through their distress and if appropriate make safe plans.

In addition to the above and depending on the outcome of the discussion and review at the 1-1, a person may also be offered an extended or overnight stay at the centre. Up to four service users can stay at the centre after their 1-1 session with staff.

Length of stay at the centre is discussed with individuals on an on-going basis during their support; however the agreed maximum stay is seven days. The average stay for most centre users is two or three days. This period of time has been shown to be effective in allowing centre users to address their immediate anxieties and plan for on-going support post their stay at the ECC, which can include if required follow up 1-1 and telephone support.

What people told us

We received written feed back from people who use the service, via care standards questionnaires that the Care Inspectorate routinely issue prior to inspection. We issued ten questionnaires and received seven completed ones back. The questionnaires have a wide-ranging quality assurance focus. We also met and spoke with two people who use the service during our inspection.

The feed back was very positive. It was clear that people valued the centre and saw it as an essential service in times of crisis. Staff were described as being very supportive, kind and respectful.

Self assessment

We are not requesting self-assessments from providers for this inspection year. Issues relating to quality assurance, acting on feedback from people using the service and the quality of the service's improvement plan are considered throughout the inspection.

From 1 April 2018 the new "Health and Social Care Standards" will replace the existing Care Standards. These Standards seek to provide better outcomes for people who experience care, and services should now be familiarising themselves with these.

From this inspection we graded this service as:

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

What the service does well

We spoke directly with two people who had used the Edinburgh Crisis Centre (referred to hereafter in this report as the "centre") and also considered feed back from the service's own quality assurance questionnaires, as well as those issued pre-inspection by the Care Inspectorate.

People described how they were offered vital support at a time of crisis, emphasising how much they appreciated the calm, non clinical environment they found on arrival at the centre. We were advised that the centre's straightforward accessibility criteria was a significant bonus, as was the potential to self refer without having to engage with clinical services. This was viewed as empowering for them around managing their well-being and staying safe.

Service users described the staff who work at the centre as being kind, supportive and skilled in the way they worked. Whilst the nature of support provided made it difficult for us to observe staff practice directly during service delivery, we saw some informal contact with people using the centre and we heard staff offering telephone support and advice.

It was apparent us that staff were able to engage appropriately with people, using their knowledge, skills and insight to help provide positive outcomes for the people they worked for.

All the staff we interviewed during inspection were able to outline key values that sat comfortably with the provider's ethos and over arching best practice guidance found in the Health and Social Care Standards.

We found that staff were enthusiastic about their work and we heard that felt valued by their management and by the people they support. We recognised that staff were a significant asset at the Crisis Centre.

What the service could do better

We found some incidents that should have been notified to the Care Inspectorate, as per regulatory guidance. Although the incidents in question had been well managed, they were not notified as required. We discussed this with the registered manager, receiving an undertaking that all relevant events will be notified hereafter.

When we looked at staff records, we felt that there was scope to develop training provision in order to ensure that all staff were well trained in fundamental aspects of suicide prevention and mental health recovery. We also suggested that team meetings could be used to promote additional learning and reflective peer discussion.

At our last inspection we suggested that the service develop a core training schedule and training matrix. This will ensure that management have an accessible overview of training undertaken and help ensure that there is consistency of uptake from the staff group. This remains as an area for development. We repeated our recommendation from the last inspection.

There were areas for improvement around how the Centre risk assesses overnight stays. Risk assessment should routinely include an evaluation of the risk of self harm. This should clearly outline the services appraisal of risk and their response strategy. We made a recommendation around risk assessment.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The provider should develop a service specific training plan, outlining essential learning and the time frames for completion by new staff / intervals for refresher training for existing staff.

Health and Social Care Standards-Responsive Care and Support, Standard 3 (3.14).

2. The provider should develop a detailed risk assessment for overnight stays at the centre. This may be produced in tandem with the current service user safety plan and will outline the Edinburgh Crisis Centre's own evaluation of risk, indicating a clear service response to presenting issues.

Health and Social Care Standards--Responsive Care and Support, Standard 3 (3.18 & 3.24).

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Inspection and grading history

Date	Type	Gradings
19 Feb 2016	Announced (short notice)	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
26 Feb 2013	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
11 Oct 2010	Announced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
19 Aug 2009	Announced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good

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