Inspection report

Milnbank Housing Association Ltd Housing Support Unit
Housing Support Service

Milnbank Housing Association
Dennistoun
Glasgow  G31 3DQ

Inspected by:  Barbara Miller
(Care Commission Officer)

Type of inspection:  Announced

Inspection completed on:  25 October 2007
Service Number: CS2004060651

Service name: Milnbank Housing Association Ltd Housing Support Unit

Service address:
Milnbank Housing Association
Dennistoun
Glasgow  G31 3DQ

Provider Number: SP2003000178

Provider Name: Milnbank Housing Association Limited

Inspected By:
Barbara Miller
Care Commission Officer

Inspection Type: Announced

Inspection Completed: 25 October 2007

Period since last inspection: 14 months

Local Office Address:
Central West Region
4th Floor
1 Smithhills Street
Paisley PA1 1EB
Tel: 0141 843 4230
Fax: 0141 843 4289
Lo-call: 0845 600 8334
Introduction
Milnbank Housing Association is a Housing Support and Care at Home service. There are
two branches, each with two services within each branch. The integrated branch is
composed of two services which offer support to vulnerable adults living in supported
accommodation.

The Housing with Support branch is composed of two services. One service is sheltered
housing which accommodates 30 people. The other provides support to 13 vulnerable adults
with their own tenancies.

The Objectives state: To develop and continually seek to enhance, direct provision that is of
the highest quality coupled with working practices that are generally regarded as the best
within the sector.

The full statement of Aims and Objectives is available.

Basis of Report

Before the Inspection

The Officer discussed with the depute director the most effective way to carry out this visit. It
was agreed that service users would be invited into the office base and communal areas to
meet with the Officer and Lay Assessor on the day of the visit.

The Self-Evaluation Form
The service submitted a self-evaluation form as requested by the Care Commission.

Views of service users
26 service user questionnaires were returned and the majority of them were very satisfied
with the support service.

Regulation Support Assessment
This service was inspected after a Regulation Support Assessment (RSA) was carried out to
determine the intensity of inspection necessary. The RSA is an assessment undertaken by
the Care Commission Officer (CCO) which considers: complaints activity, changes in the
 provision of the service, nature of notifications made to the Care Commission by the service
(such as absence of a manager) and action taken upon requirements. The CCO will also
have considered how the service responded to situations and issues as part of the RSA.

This assessment resulted in this service receiving a low RSA score and so a low intensity
inspection was required as a result. The inspection was then based upon the relevant
inspection focus areas and follow up on any recommendations and requirements from
previous inspections, complaints or other regulatory activity.

During the inspection process

One Care Commission Officer and a Lay Assessor carried out this visit on Thursday 25
October 2008 starting at 10am. They visited the Supported Accommodation premises and
the Sheltered Housing communal area which are situated in the East End of Glasgow. They
spoke with the Supported Accommodation Manager, 2 Senior Housing Support Workers, the
Sheltered Housing Support Worker and the Supporting People Worker in a group setting and
on a one to one basis. The Lay Assessor and the Officer chatted with 5 service users one to one in their own homes and in the family room. They also chatted with 3 service users in a group. 4 staff completed a staff questionnaire stating that they were well supported and informed. Feedback was delivered to the Manager.

In addition, the Officer looked at a range of policies, procedures and records including the following:

- 5 Support Plans
- Tenancy Agreements
- 5 Service User Files
- 2 Staff Personnel Files
- Child Protection Policy
- Protection of Vulnerable Adult Abuse Policy
- Care and Protection Policy
- Photographs
- Thank You Cards
- Letters from other agencies detailing this was a good supportive service
- Customer Care survey 2007

Having taken all of the above into account, the Officer reported on how well the service was meeting the following standard from the National Care Standards for Housing Support Services/Care at Home Services.

National Care Standards Housing Support Services, Standard 8 - Expressing Your Views
National Care Standards Care at Home, Standard 4 - Management and Staffing

Not all of the elements of these standards will be reported on.

In particular the inspection focused on the following:

- Protecting People
- Quality Assurance

**Fire Safety Issues**

The Fire (Scotland) Act 2005 introduced new regulatory arrangements in respect of fire safety, on 1 October 2006. In terms of those arrangements, responsibility for enforcing the statutory provisions in relation to fire safety now lies with the Fire and Rescue service for the area in which a care service is located. Accordingly, the Care Commission will no longer report on matters of fire safety as part of its regulatory function, but, where significant fire safety issues become apparent, will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Further advice on your responsibilities is available at [www.infoscotland.com/firelaw](http://www.infoscotland.com/firelaw)

**Action taken on requirements in last Inspection Report**

The Care Commission received an action plan from the service detailing how it would meet the requirement arising from the last inspection.

**Comments on Self-Evaluation**

This was completed in full and demonstrated a good knowledge and understanding of the
standards being assessed.

**View of Service Users**
All service users were very positive about the service and some of their comments included:

"I am quite happy here"
"They have helped me get on my feet"
"They help me with practical things"
"I feel safe knowing there is someone here all the time"
"It makes me feel better knowing if I have an accident, I can pull the cord"
"The staff are very helpful"

**View of Carers**
N/A
National Care Standards

National Care Standard Number 4: Care at Home - Management and Staffing

Strengths

The staff team were articulate when discussing adult abuse/protection issues.

There was a comprehensive child protection policy.

The Protecting Vulnerable Adult/Abuse policy included all required content and there was a restraint policy.

The Officer witnessed the monthly staff meeting minutes; these included a dedicated time to address training e.g. child protection.

Staff told the Officer that they received training/education in relation to challenging and aggressive behaviour.

The Officer witnessed a supportive interaction between the staff and service users.

It was evident that the staff team communicate well with each other.

There was a training needs assessment for the staff group.

The Officer witnessed that staff had attended food hygiene training.

There was evidence of a positive approach to meeting the requirements of staff registration with the Scottish Social Services Council (SSSC).

Effective recording and information systems were in place.

Records were being maintained of all accidents and significant incidents.

Areas for Development

The provider should ensure that all policies include a review date.

1. The staff team had not received training in methods of de-escalation or restraint. Although
staff had attended non statutory training this did not include mental health, dementia etc.

A few of the staff told the Officer and Lay Assessor they were not receiving regular one to one support and supervision.

2. The service did not have a copy of the Area Inter - Agency Adult Protection Procedures.

The service did not have a copy of "Rights, Risks and Limits to Freedom" the principles and good practice guidance, Mental Welfare Commission 2006.

**National Care Standard Number 8: Housing Support Services - Expressing Your Views**

**Strengths**

Service users supported by the Supporting People worker told the Officer that they had no problem contacting the worker; she was supportive and responsive to their needs.

The Officer witnessed a Customer Care Evaluation of the recent survey the organisation had carried out. This demonstrated that the majority of service users were very happy with the service they received. It stated the positive follow up action to the few unsatisfactory comments.

The manager told the Officer that the organisation was researching a more effective system of collecting service users’ views. They were referring to the good practice guidance document "National Standards for Community Engagement" good practice guidance, Communities Scotland.

**Areas for Development**

None.
Enforcement
There has been no enforcement action against this service since the last inspection.

Other Information
I visited each of the four services in their different locations run by Milnbank Housing Association.

At Craigpark, I spoke to two service users, where they each lived in small self contained flats. The flats were not refuges as the service users had their own keys, could come and go as they pleased and could stay out overnight twice a week. Both service users saw Craigpark as temporary until they could obtain permanent accommodation in the community. They said they were supported with domestic tasks by staff. I was informed that there were six places here and thirteen places in other accommodation at Circus Drive. Both premises had CCTV for the protection of residents, were well maintained and presentable. They bore no external identification of purpose.

I spoke to one resident at Circus Drive. They told me they felt that staying there had given them the confidence and opportunity to move on to living in their own home in the community after previously being homeless. The manager of the four services informed us that Circus Drive had a high turnover of residents and housed vulnerable females with complex needs. The service users had the same freedom to come and go as Craigpark. Service users of both services were positive about their care and their futures. Staff spoke proudly of residents' success at being able to move on.

I visited another part of the service which was a sheltered housing complex. I visited the club room where a lunch club, bingo, exercise and other activities were held on different days of the week, although it was closed on the day of my visit. I spoke to two service users who both praised the support worker who worked at the complex. One said of the food ‘You couldn't ask for better.’ The other said ‘I take breathless turns and I know someone will come.' An intercom system linked the houses and the club room during the week days and residents had community alarms for other times. 'Everybody watches for one another.'

The housing support staff I spoke to seemed very committed to their work and to the needs of their clients. I spoke to two housing support service users who said that their worker visited them regularly every week and organised adaptations to meet their needs such as walk in showers. Comments from service users were:

'I've never regretted coming to Milnbank.'
'I'm satisfied with everything.'

Overall service users' comments were all positive and staff seemed to be very committed and responsive to the diverse needs of the service users. I felt that the services at Milnbank meet the needs of the residents.

The above report was written by the Lay Assessor.

Requirements
There were no requirements made at this visit.

Recommendations
1. The staff team should be offered appropriate training in relation to restraint issues and
methods. They should be offered training to reflect the needs of staff and care requirements.

All staff should be offered a regular one to one structured support and supervision session.

National Care Standards Support Services: Care at Home, Standard 4 - Management and Staffing.

2. The service should obtain a copy of the Area Inter- Agency Adult Protection Procedures.

The provider will obtain and implement best practice guidance, "Rights, Risks and Limits to Freedom" - Mental Welfare Commission Best Practice Guidance.

National Care Standards Support Services: Care at Home, Standard 4 - Management and Staffing.

Barbara Miller
Care Commission Officer