Homeless Hostels
Housing Support Service
The Moray Council
Housing Needs Team
12-14 Greyfriars Street
Elgin
IV30 1LF
Telephone: 01343 563388

Inspected by: John MacLennan
Type of inspection: Announced (Short Notice)
Inspection completed on: 16 May 2011
Contents

Summary
1 About the service we inspected
2 How we inspected this service
3 The inspection
4 Other information
5 Summary of grades
6 Inspection and grading history

Service provided by:
The Moray Council

Service provider number:
SP2003001892

Care service number:
CS2004073503

Contact details for the inspector who inspected this service:
John MacLennan
Telephone  01463 227630
Email enquiries@scswis.com
Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

We gave the service these grades

- Quality of Care and Support: 5 Very Good
- Quality of Staffing: 0 N/A
- Quality of Management and Leadership: 4 Good

What the service does well

The service made every effort to engage with users of the service to assist them in evaluating and developing service delivery. Feedback from users of the service was very positive and the manner in which staff assisted service users was appreciated. The service had developed a service user framework (draft) which was developed by the council to engage with users of the service.

What the service could do better

That the service considers how best to include users of the service in recruitment of staff. That supervision to all staff members is provided on a regular basis.

What the service has done since the last inspection

The service has increased its stock of homeless accommodation which has reduced the need to use bed and breakfast accommodation. This has resulted in offering more people temporary accommodation in an area of their choice.

Conclusion

The service had made very effort to engage with users of the service to evaluate and develop service provision. Users of the service found members of staff to be approachable, helpful and courteous.
Who did this inspection
John MacLennan
Lay assessor:
1 About the service we inspected

Homeless hostels provide housing support for adults within the area of Moray. Temporary accommodation was provided in dispersed housing and hostels throughout Moray and based within three hostels and members of staff were on site at the hostels to offer advice and guidance.

We wrote this report following an announced inspection which took place on the 27th of April 2011. Feedback was given to the manager and staff of the service on Monday the 16th of May by Inspector John Maclennan.

The feedback included the areas for improvement made as a result of this inspection visit.

As requested by us, the service provider sent us an annual return. No completed questionnaires from parents were returned to the SCSWIS.

Based on the findings of this inspection this service has been awarded the following grades:

- **Quality of Care and Support** - Grade 5 - Very Good
- **Quality of Staffing** - N/A
- **Quality of Management and Leadership** - Grade 4 - Good

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.scswis.com or by calling us on 0845 600 9527 or visiting one of our offices.
2 How we inspected this service

The level of inspection we carried out

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

What we did during the inspection

"Social Care and Social Work Improvement Scotland (SCSWIS) is the new regulatory body for care services in Scotland. It will award grades for services based on the findings of inspections. The history of grades that services have previously been awarded by the Care Commission will also be available on the SCSWIS website."

All references in this report will be to The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 ("the Regulations") (SSI 2011/210)

This service was deemed registered with SCSWIS on 1 April 2011 and previous to that was registered with the Care Commission.

In this inspection we gathered evidence from various sources, including the relevant sections of policies, procedures, records and other documents including:

* Observing of how the service was delivered.
* Care plans
* Incident / accident reports
* Policies and procedures
* Conversation with staff that were present.
* Returned questionnaires from service users to SCSWIS
* Annual return.
* Visit to Elgin and Buckie Hostels
* Team Minutes
* Returned questionnaires from service users to Moray Council.

Grading the service against quality themes and statements

We inspect and grade elements of care that we call ‘quality themes’. For example, one of the quality themes we might look at is ‘Quality of care and support’. Under each quality theme are ‘quality statements’ which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.
Details of what we found are in Section 3: The inspection

**Inspection Focus Areas (IFAs)**

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

**Fire safety issues**

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services’ responsibilities for fire safety at www.firelawscotland.org
The annual return
Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic

Comments on Self Assessment
Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.
The service submitted a self-assessment form as requested by SCSWIS.

Taking the views of people using the care service into account
One service user was spoken to at this inspection. The service user was very happy with the accommodation provided which more than met with his needs. He was satisfied with the information that was provided and knew who to contact if he had a problem.

He found members of staff very approachable and appreciated the advice that was given.

‘The staff at Cameron Park Brae are just the best after all I have been through. They really go the extra mile to help’.

‘I find that the hostel warden where I live has met all my needs and has been very supportive and has pointed me in the right direction as regards other support agencies and services available to me. My housing support and outreach worker has been very helpful and supportive in my need for permanent accommodation’.

‘I have been fully supported in the time that I have stayed here and the staff have been very helpful and friendly’.
‘The fridge at the ***** was not very clean’.

‘Just found the whole set up much more relaxed and didn’t feel so stressed as I have support’.

‘They were kind enough to remove furnishings so we could use our own’.

‘Everyone I spoke to Social Workers, Housing Needs Staff and Support Workers were brilliant.’
Ten questionnaires were returned directly to SCSWIS from users of the service. They included the following information:

The service checked with service users on regular basis to ensure that they were meeting their support needs.

They were confident that staff had the skills to provide support and guidance.

They knew about the services complaints procedure.

Overall six service users were very satisfied and four service users were satisfied with the service that was provided.

**Taking carers' views into account**

Seeking the views of carers was not appropriate for this Inspection.
3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

Quality Theme 1: Quality of Care and Support

Overall grade awarded for this theme: 5 - Very Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

Service strengths

The service provided written information on how support was provided for all users of the service.

Information sheets included contact details of local schools, nurseries, doctors and other service was included within this information.

Within the hostel complexes a notice board was available which included good information of what other services and support was available in the local area.

The service had encouraged service users to comment on service delivery and their suggestions had influenced written information that was provided for new service users.

The service circulated questionnaires on a regular basis to evaluate and develop service provision.

Service users confirmed that their views on service delivery were requested.

Service users were fully involved in the compilation of their care plans and were invited to all meetings.

The service provided details on how to raise a concern or make a complaint.

Areas for improvement

Included in the services self assessment was; to carry out a review of questionnaires that were circulated to service users to evaluate service provision. Introduction of further training for staff members as a result of restructure within the organisation.
Statement 3
We ensure that service user’s health and wellbeing needs are met.

Service strengths
The health needs of users of the service were documented when first accessing the service for accommodation.

Members of staff sign posted users of the service to dentists, opticians and general practitioners if requested.
The service worked in partnership with other agencies such as learning disability and mental health teams to provide appropriate support for users of the service.

The management team attended regular meetings with other agencies within the community to ensure that appropriate support was being provided for those users of the service who required it.

Members of staff had received training in mental health, substance misuse, first aid and suicide prevention.

The service had policies and procedures in place for the protection of children and adults. Members of staff had received training on both the above aspects.

Examination of care plans evidenced that the service was working in partnership with other agencies to ensure appropriate support mechanisms were in place.

Regular fire drills and maintenance of fire fighting and fire detection equipment was being carried out.

Incident and accidents were appropriately recorded and risk assessments for the safety of other users of the service and members of staff were in place.

Areas for improvement
A case officer for the service had recently been appointed to this service to ensure that users of the service with complex medical needs were being appropriately supported.

Grade awarded for this statement: 5 - Very Good
Number of requirements: 0
Number of recommendations: 0
Quality Theme 3: Quality of Staffing - NOT ASSESSED
Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 4 - Good

Statement 1
We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.

Service strengths
Users of the service had the opportunity to comment on service delivery with members of staff on a daily basis.

Questionnaires were circulated to users of the service on a regular basis to evaluate and develop service delivery.

Regular management meetings were held at the hostel which again offered opportunities for users of the service to comment on how the service was delivered.

When developing new welcome packs and information sheets draft copies were shared with residents for evaluation purposes and suggestions.

Support workers meet with users of the service on a regular basis and again this provides an opportunity for feedback and evaluation.

One user of the service requested additional support in gate keeping their accommodation and this was provided by the service.

See 1:1 for further supporting evidence.

Areas for improvement
The service has involved users of the service when recruiting staff members in the past.

That the service reconsiders how it can involve users of the service in the future recruitment of staff.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

Statement 2
We involve our workforce in determining the direction and future objectives of the service.
**Service strengths**

Moray Council is presently reviewing all services under the ‘Designing Better Services’ initiative and all members of staff will be involved in this process.

Members of staff had attended various training sessions and workshops which again offered the opportunity to develop practice and service delivery.

Members of staff attended regular team meetings where practice and standards were discussed.

Supervision along with annual appraisals were in place and available to all staff members.

Members of staff indicated that senior staff were approachable and that their concerns and views were listened to and action was taken.

**Areas for improvement**

That the service continues to involve all staff members when reviewing policies and procedures for homelessness.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0
4 Other information

Complaints
No complaints have been upheld, or partially upheld, since the last inspection.

Enforcements
We have taken no enforcement action against this care service since the last inspection.

Additional Information

Action Plan
Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in SCSWIS re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).
5 Summary of grades

<table>
<thead>
<tr>
<th>Quality of Care and Support - 5 - Very Good</th>
</tr>
</thead>
<tbody>
<tr>
<td>Statement 1</td>
</tr>
<tr>
<td>Statement 3</td>
</tr>
</tbody>
</table>

Quality of Staffing - Not Assessed

Quality of Management and Leadership - 4 - Good

<table>
<thead>
<tr>
<th>Statement 1</th>
<th>4 - Good</th>
</tr>
</thead>
<tbody>
<tr>
<td>Statement 2</td>
<td>5 - Very Good</td>
</tr>
</tbody>
</table>

6 Inspection and grading history

<table>
<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
</tr>
</thead>
<tbody>
<tr>
<td>29 Jul 2009</td>
<td>Announced</td>
<td>Care and support 4 - Good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Staffing 4 - Good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Management and Leadership 4 - Good</td>
</tr>
<tr>
<td>4 Nov 2008</td>
<td>Announced</td>
<td>Care and support 3 - Adequate</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Staffing 3 - Adequate</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Management and Leadership 2 - Weak</td>
</tr>
</tbody>
</table>

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.
To find out more about our inspections and inspection reports
Read our leaflet ‘How we inspect’. You can download it from our website or ask us to send you a copy by telephoning us on 0845 600 9527.

This inspection report is published by SCSWIS. You can get more copies of this report and others by downloading it from our website: www.scswis.com or by telephoning 0845 600 9527.

Translations and alternative formats
This inspection report is available in other languages and formats on request.

Telephone: 0845 600 9527
Email: enquiries@scswis.com
Web: www.scswis.com