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Care service inspection report

Angus Housing Association Housing Support Service

Housing Support Service

93 High Street
Arbroath
DD11 1DP

Inspected by: Timothy Taylor

Type of inspection: Unannounced

Inspection completed on: 24 January 2012

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Service provided by:

Angus Housing Association

Service provider number:

SP2004006007

Care service number:

CS2004061668

Contact details for the inspector who inspected this service:

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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	4	Good
Quality of Management and Leadership		N/A

What the service does well

The service has a very good participation practice that enables service users to have a say about how the service is run. It also has a well trained and supportive staff group. The service is good at communicating will service users.

What the service could do better

The service should improve its appraisal practice for staff.

What the service has done since the last inspection

The service has downsized in order to meet the level of demand from a smaller number of tenancies.

Conclusion

This is a well run service which puts service users first.

Who did this inspection

Timothy Taylor

1 About the service we inspected

As part of a larger housing association this service provides a housing support service to a maximum of 95 older people who require a sheltered housing service. The service provides self-contained housing accommodation on three sites within the Angus town of Arbroath. The aim of the service is to provide a high quality of housing and to support people to live as independently as possible.

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 - Grade 4 - Good
Quality of Management and Leadership - N/A

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

This report was written following an unannounced inspection that took place on January 24 2012. It was carried out by one inspector.

During the inspection evidence was gathered from a number of sources including:

- Discussion with manager of the service.
- Discussion with staff.
- A review of service users support plan documentation and other records.
- Review of care service questionnaires received by the Inspectorate.

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

What the service has done to meet any recommendations we made at our last inspection

The service has now implemented its recruitment and selection policy fully. The recommendation on appraisal was met but has recently not been met again this is addressed in this inspection.

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.

A comprehensive self assessment was completed for this service.

Taking the views of people using the care service into account

20 Care service questionnaires were returned to the Inspectorate by users of the service. An analysis of these showed that people were very satisfied with the service they received. There was positive agreement on statements that staff treated users with respect, ask their opinions, check on them regularly and that they know how to make a complaint. Here are some quotes from the written part of the questionnaires:-

- It is reassuring to know that if I need help at any time I can get it.
- I get people in to make sure I get everything I'm entitled to.
- I think I'm being looked after very well.

Taking carers' views into account

N/A

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

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 provides a very good level of participation for service users. Here is some evidence of its strengths:-

- The manager of the service and the scheme managers have a visible presence at the locations of the service and are approachable should any service issues be needed by users.
- All service users receive an annual questionnaire which asks them to give feedback on the service in areas like support for vulnerable tenants, the emergency call system, the quality of the scheme manager, support plans and independence from intrusion.
- The handbook given to all tenants includes details of the Care Inspectorate and how to make a complaint as well as on tenants meetings and consultation.
- Scheme staff arrange regular tenants meetings to raise issues and get views and feedback. Any issues identified are actioned.
- The manager of the service holds regular surgeries in the three sites to gather views and consult on any changes.
- The service is developing annual 1:1 consultation meetings with all tenants using the service.
- Each scheme has its own newsletter which regularly mentions the Care Inspectorate's role in consultation.
- There was a good response by tenants to the care service questionnaires sent out by the Inspectorate - these showed a very high level of satisfaction with the service.

Areas for improvement

The service should continue to develop its participation strategy with users.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 3

We ensure that service user's health and wellbeing needs are met.

Service strengths

This service meets the health and wellbeing needs of service users in a very good way. Here are some points of their strengths:-

- Each service user has a housing support plan which is update every six months. These plans record who the GP is, next of kin, any medical conditions, record of any ongoing medical interventions and a note of involvement by any other agencies. These are subject to the service providers confidentiality policy.
- Each of the three schemes consults residents on any social activities they might like and has a hand in organising things like a walking club, healthy eating lunch club, social events and exercises classes.
- All tenants have a 24 hour emergency call system to alert staff or the community alarm if they are in need of assistance.
- Staff are available to call in any healthcare professionals for residents who need them.
- Staff training includes:- dementia care, death, dying and bereavement, adult protection and non-clinical moving and handling.
- Staff are all PVG checked and re-checked regularly.
- The service organises presentations from local agencies such as the fire brigade and police on how to keep safe.
- Scheme managers try to ensure that they have regular contact with all tenants to make sure they are OK.

Areas for improvement

The service should continue to seek ways of improving how it supports tenants in this area.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 4 - Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

Service strengths

The service provides a very good level of participation for service users. Here is some evidence of its strengths:-

- The manager of the service and the scheme managers have a visible presence at the locations of the service and are approachable should any service issues be needed by users.
- All service users receive an annual questionnaire which asks them to give feedback on the service in areas like support for vulnerable tenants, the emergency call system, the quality of the scheme manager, support plans and independence from intrusion.
- The handbook given to all tenants includes details of the Care Inspectorate and how to make a complaint as well as on tenants meetings and consultation.
- Scheme staff arrange regular tenants meetings to raise issues and get views and feedback. Any issues identified are actioned.
- The manager of the service holds regular surgeries in the three sites to gather views and consult on any changes.
- The service is developing annual 1:1 consultation meetings with all tenants using the service.
- Each scheme has its own newsletter which regularly mentions the Care Inspectorate's role in consultation.
- There was a good response by tenants to the care service questionnaires sent out by the Inspectorate - these showed a very high level of satisfaction with the service.

Areas for improvement

The service should continue to develop its participation strategy with users.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 3

We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

Service strengths

The service has a good standard of staffing. Here are some of the service's strengths:-

- All staff are aware of the SSSC codes of practice and have a copy of the booklet. This ensures that they understand the practice expected from them.
- The manager is registered with the SSSC and has the required qualification to meet the requirements for her post. The scheme managers have appropriate SVQ qualifications.
- The manager ensures that scheme managers get regular supervision. This ensures that their practice is monitored as well as the needs of service users.
- Staff get a range of training which is appropriate to the roles they carry out. Training includes:- dementia care, non-clinical moving and handling, bereavement training, personal safety and adult protection. The service has an annual training plan. The service has links with local training agencies.
- The manager has links to other housing associations which enables her to keep up-to-date with what others in the same field are doing.
- When interviewed staff were aware of the National Care Standards.
- The manager has regular staff meetings where there is a dialogue on any issues raised.

Areas for improvement

The service should ensure that all staff receive annual appraisal. This is part of the service's policy but has not been happening. See recommendation 1.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The service should ensure that staff get annual appraisal as part of good practice around staffing. See NCS 3 Housing Support Services - Management and Staffing Arrangements. (7) You know that the service has a staff development strategy and an effective yearly training plan for all its staff.

Quality Theme 4: Quality of Management and Leadership - NOT ASSESSED

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

None noted

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

Quality of Care and Support - 5 - Very Good	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
Quality of Staffing - 4 - Good	
Statement 1	5 - Very Good
Statement 3	4 - Good
Quality of Management and Leadership - Not Assessed	

6 Inspection and grading history

Date	Type	Gradings	
11 Mar 2009	Announced	Care and support Staffing Management and Leadership	4 - Good 4 - Good 4 - Good

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.

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