Angus Council Supported Housing for Older People

Housing Support Service

Angus Council
Social Work & Health
Camus House Office
West Path
Carnoustie
DD7 7DB
Telephone: 01241 826942

Inspected by: Susan White
Type of inspection: Unannounced
Inspection completed on: 17 October 2012
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Service provided by:
Angus Council

Service provider number:
SP2003000043

Care service number:
CS2004076776

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

<table>
<thead>
<tr>
<th>Area</th>
<th>Grade</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality of Care and Support</td>
<td>5</td>
<td>Very Good</td>
</tr>
<tr>
<td>Quality of Staffing</td>
<td>5</td>
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What the service does well

This is an established service which is appreciated by the people who use it. Service users are regularly consulted on all aspects of the service and their comments are taken into account.

What the service could do better

Recently, some of the people supported by the service have had increasing support needs. The service needs to develop how it can respond to these changing needs.

What the service has done since the last inspection

The service continues to be valued by the residents throughout Angus. Staff meetings, training and support ensures that they understand the needs of the people who are supported.

Conclusion

The staff team is well established and the expectations of the residents is also well established. The changing needs of new service users means that staff are supporting people in a different way from previously. Training programmes are available for staff to continue to provide good care and support.

Who did this inspection

Susan White
1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Prior to 1 April 2011, this function was carried out by the Care Commission. Information in relation to all care services is available on our website at www.careinspectorate.com.

The Care Inspectorate will award grades for services based on findings of inspections. Grades for this service may change after this inspection if we have to take enforcement action to make the service improve, or if we uphold or partially uphold a complaint that we investigate.

Requirements and recommendations
If we are concerned about some aspect of a service, or think it could do more to improve its service, we may make a recommendation or requirement.
- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service but where failure to do so will not directly result in enforcement.
- A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reforms (Scotland) Act 2010 and Regulations or Orders made under the Act, or a condition of registration. Where there are breaches of the Regulations, Orders or conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Inspectorate.

Angus Council Supported Housing for Older People provides a combined housing support and care at home service for people living in three very sheltered housing units. These complexes are located at Beech Hill Court, Forfar, St Drostans Court, Brechin and Provost Johnston Road, Montrose. Two complexes (Forfar and Brechin) are located in the grounds of a local authority care home. The complex at Montrose is part of the local authority sheltered housing complex.

The overall aim of the service is to provide a comprehensive support package that enables, supports and encourages independent living.

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 5 - Very Good**
**Quality of Management and Leadership - Grade 5 - Very 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.careinspectorate.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 of the service on 17 October 2012. The inspection was carried out by Susan White, Care Inspectorate.

The manager of the care service sent us an annual return and a self assessment form. We talked to the manager, staff in the service and service users during the inspection.

We sent questionnaires to service users/relatives and received 15 responses which we took into account for this report.

We looked at records and documents during the visit. These included -

- certificate of registration
- public liability insurance
- written risk assessments
- a sample of six support plans
- audits and quality assurance systems
- information on the office noticeboard.

We talked to the manager and senior staff.

We reminded the manager about recent changes to legislation - The Public Services Reform (Scotland) Act 2010 and we discussed the need to update policies and procedures in light of these changes. We explained our Regulatory Support Assessment which is part of our preparation for the inspection visit.

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 Care Inspectorate received a fully completed self assessment document from the service provider. We were satisfied with the way the service provider had completed this and with the relevant information they had given us for each heading that we grade them under.

The service provider identified what they thought they did well, some areas for development and any changes they had planned. The service provider told us how the people who use the care service had taken part in the self assessment process.

Taking the views of people using the care service into account
‘Senior staff in particular are extremely caring, helpful and competent as managers. There have been improvements in communication and engagement with tenants. This is a pleasant environment to stay, retain my independence as much as I can, but know I can get help where and when I need it.’

Taking carers' views into account
‘I feel my relative is safe here.’
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 holds regular meetings with residents. The agenda includes opportunities to comment on the quality of care and support from the local staff team.

We saw that the service agrees the level of care and support with individual service users and their families. Regular reviews of the care and support are used to review whether support needs remain the same or if there have been any significant changes which need to be addressed.

The service has introduced a new approach ‘Talking points’ to gathering views of people who use the service. Talking points is a structured approach which focuses on the outcome of support, what the person wishes to achieve and how best this can be met. This approach is also being used in the person’s review of their care and support.

The service uses a regular newsletter to keep service users and their families up to date with any changes planned in the complexes.

Areas for improvement
The service should continue to develop the ‘outcomes focused’ approach in identifying what priorities are most important for the service user.

Grade awarded for this statement: 5 - Very Good
Number of requirements: 0
Number of recommendations: 0
**Statement 3**
We ensure that service users’ health and wellbeing needs are met.

**Service strengths**
We sampled six care and support plans. We found that information recorded is shared with service users and their representatives.

The service builds on the single shared assessment. Records seen held contact details for health professionals and family members important to the continued support of individuals.

The service includes some meal provision. This takes account of the nutritional needs of individuals who choose to have meals provided by staff.

Some staff have had additional training in seated exercises and/or in support of people with dementia. This helps service users to maintain their independence at home.

**Areas for improvement**
The service plans to build on the promotion of enablement as part of their approach to maintaining personal independence at home.

We saw in one of the files inspected that the service was capturing information to minimise falls for a service user. We noted that some of the recordings did not link up with other documents in use. This does not help to follow through important information.

**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: 5 - Very Good

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

Service strengths
Each of the parts of the service have a local staff team. This allows for skilled staff covering absence, where needed.

Service users have opportunities to tell managers about any incidents they are concerned about. Comments from service users included 'Staff are all extremely helpful and make sure all of my needs are met.'

Areas for improvement
Comments from some service users mentioned the impact of changes in the service. Their views should continue to be taken into account and explanations given for the changes imposed on the service.

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 is supported by fifty staff, including part-time and relief staff.

We saw that staff turnover is small. This means that staff training and updates of training build up skills in the teams.

We sent questionnaires to staff working in the service. We had twenty one responses. All said they felt supported in carrying out their duties. One comment from staff was 'I think supported housing is the future for older people requiring extra care. The service delivery is always person centred.'
Other comments include ‘Working in an ever changing care setting it is important staff are given opportunities to develop skills and by doing so can provide a high standard of care to the service user. Angus Council has shown this commitment throughout my years of service.’
‘I have only been here for a few months and feel I am still learning. I meet regularly through supervision with my staff team, where we discuss support plans, training etc. I feel I am supported by my manager and service manager who are both very approachable.’

**Areas for improvement**

Some changes to staffing times and levels have caused concern for some staff and service users. Staff comment was ‘I feel safe at work during the day but I am lone working during the night and I can feel apprehensive.’

One service user comment was ‘The reduction of the number of night staff from two to one is causing us a bit of concern which is not helped by when we speak to staff they admit to being scared when being on their own during the night.’

Managers should continue to monitor whether staff are giving appropriate emotional support for all service users.

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

**Number of requirements:** 0

**Number of recommendations:** 0
Quality Theme 4: Quality of Management and Leadership
Grade awarded for this theme: 5 - Very Good

Statement 4
We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide

Service strengths
Managers attend regular meetings where service users can raise concerns and hear about changes planned. For example, workmen presence for replacement of carpets in public areas of the complex.

The service also uses focus groups to address any particular issues about the quality of care and support.

Areas for improvement
The service plans to review feedback from service users and other stakeholders in the development of future planning systems for Angus Council.

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
Not applicable.

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

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<thead>
<tr>
<th>Quality of Care and Support - 5 - Very Good</th>
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<tr>
<td>Statement 1</td>
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<td>Statement 3</td>
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<td>Statement 3</td>
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<tr>
<td>Statement 4</td>
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6  Inspection and grading history

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<th>Date</th>
<th>Type</th>
<th>Gradings</th>
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<td>Management and Leadership</td>
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<td>Staffing</td>
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<td></td>
<td>Management and Leadership</td>
<td>5 - Very Good</td>
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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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