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

Inspected by: Derek Priest
Type of inspection: Announced (Short Notice)
Inspection completed on: 25 April 2013
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Service provided by:
The Moray Council

Service provider number:
SP2003001892

Care service number:
CS2004073503

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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>
<td>Very Good</td>
</tr>
<tr>
<td>Quality of Management and Leadership</td>
<td>5</td>
<td>Very Good</td>
</tr>
</tbody>
</table>

What the service does well

The service provided accommodation and support to service users, and provided support as was required by the individual service users. The service supported the service user to complete forms and to apply for housing. The service also ensured that all appropriate agencies were involved.

What the service could do better

The service should continue to review all aspects of the service to improve involvement and support as necessary.

What the service has done since the last inspection

The service has continued to provide support in a number of areas throughout Moray.

Conclusion

This service continued to provide a very good service to the service users. Staff were available to provide as much or as little support as the service user needed.

Who did this inspection

Derek Priest
1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com. This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Requirements and Recommendations
If we are concerned about some aspect of a service, or think it could do more to improve, 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. Recommendations are based on the National Care Standards, relevant codes of practice and recognised good practice.

- A Requirement is a statement which sets out what is required of a care service to comply with the Public Services Reform (Scotland) Act 2010 and Regulations or Orders made under the Act or a condition of registration. Where there are breaches of Regulations, Orders or Conditions, a Requirement must be made. Requirements are legally enforceable at the discretion of the Care Inspectorate.

Homeless Hostels provide housing support for adults within the area of Moray. Temporary accommodation is provided within three hostels and dispersed housing throughout Moray. The hostels are staffed onsite to offer advice and guidance.

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
We wrote this report after a short notice announced inspection visit on Wednesday 24 April 2013 between 11am and 4.30pm to the Homeless Hostels in Keith, Buckie and Elgin. A further visit with the service manager took place on Thursday 25 April 2013. The inspection was carried out by Derek Priest, an inspector with the Care Inspectorate.

During the visit we gathered evidence from various sources, including written records:

- current self assessment document
- 12 Care Standard Questionnaires returned by service users
- four service user support plans
- various policies
- staff training records.

Discussions with various people, including:

- five service users
- the Homeless Hostels’ manager
- the supported accommodation officer
- senior housing support officers
- two caretakers/housing support officers.

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 provider. We were satisfied with the way the provider completed this, and with the relevant information included for each heading that we grade services under.

The provider identified what it thought the service did well, some areas for development and any changes planned.

Taking the views of people using the care service into account

Twelve Care Standard Questionnaires were returned by service users of the Homeless Hostels service. All bar one stated that they either agreed or strongly agreed with the statement regarding the overall quality of care and support. Comments included:

- The staff are nice but do not support me in any shape or form. I was moved here in order to get support but mainly I get my key handed to me and very rarely asked how I am in more than a passing comment
- Seriously, I can’t have any complaints, X has been an absolute legend in the way that she helps everybody and goes out of her way to help, way beyond her normal work duties.
- I am really happy with Quarryhill, X is really helpful, she’s a lovely woman, one in a million, always there if you need her.
- The staff are caring, friendly and made me comfortable in a situation I was nervous about.
Taking carers' views into account

It was not appropriate to involve family carers in this service.
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
At this inspection we found the performance of the service to be of a very good standard for this Statement. The service users were fully involved in various aspects of their care, from the date that they entered the service until they left.

The service users were included in determining the support that they required. This may have been minimal support or more support to help the service user maintain their accommodation, apply for permanent accommodation or prepare to move into that accommodation.

Service users were made aware of the availability of caretakers and their allocated housing support officer. This allowed them to contact staff as necessary.

The Homeless Hostels service advertised through other council services, libraries, GP surgeries and other community areas. Service users presented at the housing department and the Homeless Hostels service was offered as a housing option.

At regular meetings with the housing support officer it was often possible to meet the service user’s wish of a transfer to accommodation in their preferred area.

There were examples of service users having been involved in the development of house rules. This may be further enhanced with the development of a DVD explaining the rules.

Questionnaires asking the service users' views of their experiences at the service provided very good responses. This was repeated in the responses provided as part of
the Care Standards Questionnaire, with 11 out of 12 questionnaires returned providing a positive reply and/or comment.

It was also explained that service users had the opportunity to meet potential new staff members during the recruitment process. Their views on the candidates were sought. Service users had previously been asked to identify the skills required for a good support worker.

**Areas for improvement**

The service should continue to provide support to the service users to a level which meet their needs.

**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**

At this inspection we found the performance of the service to be at a very good level for this Statement.

A support plan was prepared for all service users at the Homeless Hostels. The level of support varied depending on the needs of the service users. Families using the homeless service in the hostels, or dispersed housing, tended to require less support.

Service users were supported to register with local healthcare services, including a general practitioner, if they had moved to the area. Housing support officers and the caretakers supported the service users to complete and submit various benefit forms and housing applications. Service users were also supported to contact the various agencies by telephone. Staff members also assisted or guided service users to obtain food aid or support from the social work departments.

Support plans included the contact details for the service users, including information about potential visitors to the service. The Buckie and Keith services had secure access to the service, with the service users having to allow access. All visitors were expected to provide identification.

Service users agreed a contract with the service which explained its rules and the behaviour expected of the service user and their visitors. This also explained how they reported any maintenance issues.

Regular reviews were carried out with the service user, their support worker (housing
support officer) and any other agency that was involved in the care of the service user. Reports of these meetings were recorded and actions taken before the next meeting as applicable. The caretakers/housing support officers completed daily notes of the involvement and support that was provided to the service user.

On discussion with the service users, it was stated that the service users approached staff members to get support. They reported that this support was helpful and assisted them to maintain their current placement and look for a more permanent place to live.

Areas for improvement
The staff at the service should continue to provide the support to the service users to meet their needs in order to move on to more permanent accommodation.

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
This Quality Statement has been reported as part of Quality Theme 1, Quality Statement 1.

Areas for improvement
Any Recommendations or Requirements have been reported as part of Quality Theme 1, Quality Statement 1.

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
At this inspection we found the performance of the service to be very good for this Statement. All staff members reported that training was always available, and examples were also given of how the staff members were well motivated and provided support beyond that which was expected of them.

All staff members were recruited in accordance with the Moray Council’s recruitment policy. All staff completed an application form, with appropriate references followed through. PVG (Disclosure) checks were made for all staff members.

All new staff members received a comprehensive induction programme. Regular corporate induction days were planned throughout the year. The service induction included an orientation to the service and the premises, IT systems training, reading policies and shadowing of senior staff members.
A comprehensive training plan was available for the Housing and Property Services Department which included the training for different areas of the service. Generic training included adult and child protection and challenging behaviour training.

An additional training plan identified training for the supported accommodation team. This included the following:

* Induction
* Difficult Customers
* Customer Care
* Child Protection
* Vulnerable Adults training
* SVQ 2 and 3
* Alzheimer training
* First Aid
* Fire Safety.

Additional training had been requested on health and hygiene, drug and alcohol awareness and IT matters. Child protection, vulnerable adults, first aid and fire safety were compulsory training items which were updated annually. Training was provided in-house and by external providers.

Staff members advised that they had recently been advised of the changes that were occurring in relation to the availability of benefits.

**Areas for improvement**

Staff members should continue to ensure that they keep up to date with all elements of their training, and to ensure that they are in a position to assist service users in the completion of forms, and to advise them appropriately about support in obtaining the correct benefits.

**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 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
This Quality Statement has been reported as part of Quality Theme 1, Quality Statement 1.

Areas for improvement
Any Recommendations or Requirements have been reported as part of Quality Theme 1, Quality Statement 1.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

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
At this inspection we found the performance of the service to be very good for this Statement. A number of processes were included in the general operation of the service.

Health and safety audits were carried out with visual checks when staff members carried out room checks along with the service user. These happened fortnightly initially, but were then increased or decreased in frequency as necessary. A health and safety checklist was used to ensure all areas were checked.

Portable appliance testing took place on an annual basis.

Additional checks were carried out by the local authority as landlords for the properties.
Service users report repairs to staff members who report this to the local authority. A maintenance book was available to monitor that all repairs had been completed. Alarm testing took place on a regular basis.

Support plans were regularly audited by the managers. This identified if areas had been missed or if support had been provided as requested and appropriate.

Exit questionnaires were completed by the service users when they moved to more permanent accommodation.

**Areas for improvement**

The service should continue to monitor all aspects of the service to ensure all support is provided appropriately, safety of service users and staff and that the views of the service users are acted up on.

**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

### Quality of Care and Support - 5 - Very Good

| Statement 1 | 5 - Very Good |
| Statement 3 | 5 - Very Good |

### Quality of Staffing - 5 - Very Good

| Statement 1 | 5 - Very Good |
| Statement 3 | 5 - Very Good |

### Quality of Management and Leadership - 5 - Very Good

| Statement 1 | 5 - Very Good |
| Statement 4 | 5 - Very Good |

6  Inspection and grading history

<table>
<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
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<tbody>
<tr>
<td>16 May 2011</td>
<td>Announced (Short Notice)</td>
<td>Care and support 5 - Very Good</td>
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<tr>
<td></td>
<td></td>
<td>Staffing Not Assessed</td>
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<tr>
<td></td>
<td></td>
<td>Management and Leadership 4 - Good</td>
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<tr>
<td>29 Jul 2009</td>
<td>Announced</td>
<td>Care and support 4 - Good</td>
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<tr>
<td></td>
<td></td>
<td>Staffing 4 - Good</td>
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<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>
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<tr>
<td></td>
<td></td>
<td>Staffing 3 - Adequate</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Management and Leadership 2 - Weak</td>
</tr>
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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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