Care service inspection report

Angus Council Housing Support Service
(Older People)

Housing Support Service
Home Care Manager
Andrew Smyth Gardens Admin Base
Glamis Road
Forfar
DD8 1EZ
Telephone: 01307 477552

Inspected by: Timothy Taylor

Type of inspection: Announced (Short Notice)

Inspection completed on: 23 September 2013
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Service provided by:
Angus Council

Service provider number:
SP2003000043

Care service number:
CS2004076766

Contact details for the inspector who inspected this service:
Timothy Taylor
Telephone  01382 207200
Email  enquiries@careinspectorate.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

<table>
<thead>
<tr>
<th>Area</th>
<th>Grade</th>
<th>Description</th>
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<tbody>
<tr>
<td>Quality of Care and Support</td>
<td>5</td>
<td>Very Good</td>
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<tr>
<td>Quality of Staffing</td>
<td>5</td>
<td>Very Good</td>
</tr>
<tr>
<td>Quality of Management and Leadership</td>
<td>4</td>
<td>Good</td>
</tr>
</tbody>
</table>

What the service does well

This is a good all-round service; it provides tenants with a safety net as well as support and social activities. The service promotes a community feel to the projects it oversees and tenants value their input and feel in turn that they are valued and listened to.

What the service could do better

The service needs to develop its quality assurance systems, its complaints procedure’s availability and participation practice.

What the service has done since the last inspection

The service was last inspected six months ago and during that time has continued to develop training and support planning.

Conclusion

This is a very good service which tenants rely on for safety, community and advice.

Who did this inspection

Timothy Taylor
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 Housing Support Service (Older People) provides support assistance, advice or counselling to people with identified housing needs to enable them to occupy their accommodation. At the time of this inspection, the service was being provided to over 600 households in 22 sheltered housing units within Angus. The service aims to provide a high quality housing support service to older people that enables, supports and encourages independent living. The principles of the National Care Standards were incorporated into the stated aims and objectives of the service.

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 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.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 an announced inspection which took place on 19 and 20 September 2013.
As requested by us, the service sent us an annual return. The Care Inspectorate wrote to the service to request completion of the self assessment form which was duly completed.

40 questionnaires were sent to the service to distribute to service users and staff - to-date 17 have been returned.

In this inspection we gathered evidence from the following sources:-

- Interviews with 6 staff
- Interviews with 8 service users
- Interviews with manager and senior staff
- Inspection of personal plans
- Inspection of records
- Inspection of policies and procedures
- Observation of staff practice.

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 an extensively detailed and fully completed self assessment document from the service provider. We were very impressed with the way this had been completed and with the information they had provided under each theme that we were inspecting.

Taking the views of people using the care service into account
Eight service users were interviewed during this inspection and 17 care service questionnaires have been returned to the inspectorate to-date. The views expressed were, on the whole, very positive.
Here are some of the comments they made:-

• I feel very safe here.
• I enjoy the variety of social activities. I like the lunch club and the breakfast club.
• The wardens (TSOs) are very helpful. They treat me with respect and if I need help with sorting my paperwork they will do that. If they can’t help me they usually know how to put me in touch with someone who does.
• Yes I do attend annual review meetings and they do listen to what I say.
• We can put our views across at our tenants meetings.
• I wish they wouldn’t change the wardens around so much. (this comment was passed on to the service)
• All the wardens I have met have been good at their job.
• Although the service I use is minimal now. I am pleased with the way it is handled and am confident if I need more in the future it will be there to support me.
• I am happy living here - I never have any reason to complain.
• Everyone has plenty of time to speak to you any time of day.

Taking carers’ views into account
Not Applicable.
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
This service provides a very good level of participation for service users who were routinely involved in assessing and improving support within the setting. Here are some of the service’s strengths in this area:

- The service had a participation strategy for homecare services which emphasised gathering views from staff, service users and other stakeholders. In interview, staff confirmed that their ideas were welcomed at team meetings and used to improve the service.
- The service has used focus groups to look at its provisions and improve them.
- The provider issued their own corporate questionnaires. Responses were noted by management and improvements made.
- The wider service (community care) now has its own research and information officer who analyses feedback from service users and puts forward ways to improve provisions at a whole service level which included this service.
- Service users confirmed at interview that there were reviews of their personal plans at which they could have their say in their own care.
- Service users who were interviewed confirmed that the service listened to any issues they raised on an informal basis and were good at finding solutions. They felt they had a good working relationship with tenant support officers.
- All sheltered housing complexes that were visited had their own tenants meetings at which they could express their opinions and ideas in relation to how the service was run.
The tenants, when interviewed, felt that they were able to put across their views in a variety of different ways and largely felt that the service listened to them and acted.

**Areas for improvement**

The service should develop their participation practice further by adopting their own means of gathering views of tenants - something that is dedicated to this service alone. See recommendation 1.

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

**Number of requirements:** 0

**Number of recommendations:** 1

**Recommendations**

1. The provider should develop a means of gathering tenants views which are specific to this service.
   
   See NCS 3 Housing Support Services - Management and Staffing Arrangements. 4 You can be confident that all the staff use methods that reflect up to date knowledge and best practice guidance, and that the management is continuously striving to improve practice.
Statement 3
We ensure that service users' health and wellbeing needs are met.

Service strengths
The service had a very good level of care provision for service users. We were impressed with the way this large service received high levels of satisfaction from service users. Here are some examples of the strengths:

- The service ensures that each tenant has a support plan containing an assessment of their needs, a plan of support and any risk assessments. Each tenant has an annual review and Tenant Support Officers (TSO's) make case notes in relation to any needs identified or support given. These were found to be specific to individual needs and easy to read. Most tenants spoken with were familiar with what was in their support plan.
- When interviewed tenants stated that TSO’s were good at assisting them and if they could not they could put them in touch with someone who could; such as community alarm or their doctor. The sheltered housing complexes were covered during the day by TSOs and a call system and at night by community alarm. This made tenants feel secure.
- The service, via TSO support, ensured that each sheltered housing complex facilitated social activities and social events. When interviewed TSOs and tenants spoke about trips out, lunch clubs, supper clubs, bingo sessions, dominoes, and dances. All organised or supported by the service. This was felt to promote a sense of community and belonging within the various services. This was greatly valued by those tenants who were interviewed.
- TSOs also ensure that all issues related to the management of the site and buildings are communicated to the housing department. This involves identifying repairs, maintenance and upgrades.

The service was effective in carrying out the support it was required to do for tenants. This was reflected in their responses at interview. It was clear that the service was committed to providing a safe and well supported community within sheltered housing.

Areas for improvement
The service should ensure that it is reviewing all support plans every six months. In some instances this was found not to be the case. See requirement 1.

Support plans should be kept up-to-date. It is suggested that the Core Support Needs check sheet have a monthly tick box added so staff can confirm a support plan is up-to-date at least once a month.
Grade awarded for this statement: 5 - Very Good

Number of requirements: 1

Number of recommendations: 0

Requirements

1. Support plans should be reviewed a minimum of every six months.
   See SSI No 2010. 5(2)(b) review personal plan (iii) at least once in every six month period.
   Timescale: within three months of receipt of this report.
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
Please see Quality Theme 1 statement 1 for information in relation to this statement.

Areas for improvement
Please see Quality Theme 1 statement 1 for information in relation to this statement.

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
We found that the service had an enthusiastic and well trained workforce who were confident in their roles. Here are some of its strengths :-

- Staff at the service had a high level of training. Training records and staff interviews confirmed that all staff had been through an induction programme when they began work and that this included core training such as infection control, moving and handling and first aid. Staff also received training that they had identified as being useful for them such as enablement, dementia and heartstart. Staff interviewed felt that if they identified a training need it would be addressed if it benefited their work role.

- All staff confirmed they got regular supervision at which they could discuss their ideas, their performance and the people they supported. Annual appraisals also took place and staff felt these meetings aimed at helping them develop their skills. TSOs attended regular team meetings in their locality. These were seen as inclusive meetings where their ideas for improving the service they gave were listened to positively. A recent meeting included agenda items on trading standards, plug-in air-freshener hazards and a request for information on diabetes.

- Extensive interviews with staff showed that most were aware of the National Care Standards and could apply them to their work role. All spoken with confirmed they had been given SSSC codes of practice. The inspection team observed staff respecting service users’ choices, dignity and privacy on the days of inspection.

- Observation of staff practice undertaking a variety of tasks with service users showed them to be confident, relaxed and professional in their approach.

- Despite the role of TSO being a singular role (one TSO per housing complex) they felt they were able to consult managers easily and had made links with colleagues at other places. This meant that good practice, such as information on scams, could be shared for the benefit of all tenants.

The role of TSO was well supported by the provider. Staff were confident, well trained and enthusiastic. They were clear about what they could and could not do (they don’t provide care) and within these limits they were able to provide an integrated service that could facilitate the meeting of tenant’s needs outside their own remit.

Areas for improvement
Some staff were keen to do their SVQ qualification. This was passed on to the management of the service.
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: 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
Please see Quality Theme 1 statement 1 for information in relation to this statement.

Areas for improvement
Please see Quality Theme 1 statement 1 for information in relation to this statement.

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
The service had a good quality assurance system. We found it was committed to quality assurance in its staff, practice and engagement with service users. Here are some of the strengths:-

• It was clear that the health and social wellbeing of service users is at the core of what this service does. (see 1.3)
• The service had a high level of participation whereby service users, staff and other stakeholders can have an input into what the service delivers. (see 1.1).
• The service has systems in place to support staff, to develop their skills via training and supervision - they also involve staff in developing the service. (see 3.3).
• The service had audits in place for support plans, health and safety, service user/stakeholder questionnaires and support plan reviews.
• The managers of the service met on a regular basis to review developments and the ongoing running of the service. A recent meeting included agenda items on staff training, service delivery, housing support plans and scams.
• The manager of the service also attends wider community care meetings and gets support and supervision from her line manager. The provider, being a local authority, provided the manager with up-dates on legislation and good practice relating to her service.

This service was clear about its role for TSO’s and sheltered housing and was embedded within a care system that applied a multi-disciplinary approach to people’s needs.

Areas for improvement
It was noted that the service would benefit from an integrated system for monitoring and promoting improvement. The service should develop an ongoing or annual improvement plan to ensure that it has an overview of how the service is going to improve. This should outline aims and objectives for improvement. See recommendation 1.

It was noted that not all the services inspected had an up-to-date complaints protocol on public view. This was in the process of being remedied on the second day of inspection.

Note: It was noted that not all tenants using the service were older people. The service should put in a variation to make clear on its conditions of registration that it provides a service for adults as well as older people.
Recommendations

1. The service should ensure they have an annual (or ongoing) service plan outlining aims and objectives for improving the service. This plan should take an overview of service user views, staff development and any other identified objectives for the service.

   See NCS 3 Housing Support Services - Management and Staffing Arrangements. 4 You can be confident that all the staff use methods that reflect up to date knowledge and best practice guidance, and that the management is continuously striving to improve practice.
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 the Care Inspectorate re-grading a Quality Statement within the Quality of Management and Leadership Theme (or for childminders, Quality of Staffing Theme) as unsatisfactory (1). This will result in the Quality Theme 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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<tbody>
<tr>
<td>Statement 1</td>
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<td>Statement 3</td>
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<table>
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<tr>
<th>Quality of Staffing - 5 - Very Good</th>
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<tbody>
<tr>
<td>Statement 1</td>
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<td>Statement 3</td>
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<table>
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<tr>
<th>Quality of Management and Leadership - 4 - Good</th>
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</thead>
<tbody>
<tr>
<td>Statement 1</td>
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<td>Statement 4</td>
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6  Inspection and grading history

<table>
<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
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<tbody>
<tr>
<td>18 Feb 2013</td>
<td>Announced (Short Notice)</td>
<td>Care and support 5 - Very Good Staffing 5 - Very Good Management and Leadership 4 - Good</td>
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<tr>
<td>7 Apr 2009</td>
<td>Announced</td>
<td>Care and support 4 - Good Staffing 4 - Good Management and Leadership 4 - 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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