Angus Council Supported Housing for Older People
Housing Support Service
Kinloch Care Centre
Kinloch Street
Carnoustie
DD7 7EN
Telephone: 01241 803538

Inspected by: Carol Ambrose
Type of inspection: Announced (Short Notice)
Inspection completed on: 11 February 2014
Contents

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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:
Carol Ambrose
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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>
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</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>
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<td>Very Good</td>
</tr>
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</table>

What the service does well

This is an established service which is appreciated by the people who use it. People using the service report a high level of satisfaction with staff, premises and the support they receive.

What the service could do better

The provider needs to provide up-to-date information for people using the service and all other interested parties and about all aspects of the service and plans for the future.

What the service has done since the last inspection

The service has maintained service user satisfaction despite changes to the way care and support is being provided in some areas. Changes to staffing structure has impacted on local management with any interruptions to staff support being addressed since September 2013.

Conclusion

The service continues to be highly valued by people using the service and their relatives. Managing the changing needs of people using the service and changes to the way care and support is given, remains a challenge.
Who did this inspection

Carol Ambrose
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.

The overall aim of the service continues to be the provision of a comprehensive support package that enables, supports and encourages independent living. It is worth noting that changes to service provision and staffing have been initiated and may have implications for the combined nature of the service, in the future.
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 inspection of the service carried out between 14 and 29 January 2014. Feedback was given on 11 February 2014. The inspection was carried out by Carol Ambrose, Care Inspectorate.

I visited the 3 complexes and talked to the manager and staff on duty. I spoke with 3 groups of tenants and 2 visiting relatives.

I looked at records and documents during the visit. These included -
- certificate of registration
- public liability insurance
- written risk assessments
- a sample of 5 support plans
- a sample of records providers must keep including, accidents and incidents and, staff training
- information on the office noticeboard.

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.
We did not ask this service to submit a self assessment.

Taking the views of people using the care service into account
I visited the 3 complexes and had coffee with a group of tenants as part of these visits.
There was a very high level of satisfaction with the service in general. Staff are held in high regard. One concern raised was with regard to improvements and repairs to communal areas not being seen as a priority or carried out quickly.

Comments included:
"I can be independent"
"I can raise concerns easily but have no complaints"
"I am very happy with the staff"
"I am not happy with the changes (staffing arrangements)".

Taking carers' views into account
During my visit to the 3 complexes I was able to speak with 2 relatives. They reported a very high level of satisfaction with the service in general. Staff are again held in high regard.
One concern raised was with regard to the changes in the way care is provided in shifting from on-site staff to visiting care staff. This is causing concern regarding future service provision.
Comments included:
“This used to be very sheltered housing, now it’s just sheltered housing”
“There is a friendly, family feeling when you pop in”
“It’s too late to change anything, you get tired fighting”
“Can’t fault the staff”
“Communication is good. It has always been very good”
“I feel I have to up to (my relative’s) more often”
“I wouldn’t hesitate to recommend this to anyone”
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

Following discussion with management and staff, a review of a sample of documentation and observation of practice, the Inspecting Officer found this service has sustained a very good performance in terms of service user involvement and participation. Direct feedback from people using the service and relatives confirmed their feeling of involvement in their day-to-day support.

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.

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 continued with ‘Talking Points’ as their approach 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.

Managers attend regular meetings where service users can raise concerns and hear about changes planned.

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

The manager recognises the need to continue monitoring discussions with people using the service and relatives, to ensure participation is an ongoing process. Comments from some people 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 ensure that service users’ health and wellbeing needs are met.

Service strengths
Following discussion with management and staff, a review of a sample of documentation and observation of practice, the Inspector found this service has sustained a very good performance in terms of promoting the health and wellbeing of people using the service.

I sampled 5 care and support plans and 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.

Discussions with staff confirmed they are well supported in accessing training. They confirmed they have had training in developing support for people with dementia. This helps people to maintain their independence at home.

Staff also verified their understanding of policies and procedures in place to guide and support their practice. In some cases environmental policy and procedure was implemented by the landlord as well as the Local Authority.

Areas for improvement
The manager recognises the continuing need to provide staff with training, access to best practice guidance and up-to-date policies and procedures. This will involve the continuing monitoring and discussion with everyone with an interest in the service, to ensure that the necessary training and resources are in place to meet the changing health and wellbeing needs of people using the service.

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
Evidence in support of this statement can be found in Quality Theme 1, Quality Statement 1.

Areas for improvement
See 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
Following discussion with staff, a review of a sample of documentation and observation of practice, This service was found to have maintained a very good performance in relation to this statement. The staff team are a valued asset to this service.

People using the service continue to hold staff in high regard. There continues to be a low staff turnover. This means that staff training and updates of training build up skills in the teams.

Staff continue to demonstrate their personal knowledge, experience and skills regarding the way people using the service want to be supported.

Overall, the staff team at this service work to a very high standard. Their knowledge and commitment to the job they do ensures that people using the service are supported and live as independently as possible. This was confirmed in discussions with residents and relatives.

As recorded under Theme 1, Statement 3:
Discussions with staff confirmed they are well supported in accessing training. They confirmed they have had training in developing support for people with dementia. This helps people to maintain their independence at home. Staff also verified their understanding of Policies and Procedures in place to guide and support their practice. In some cases environmental Policy and Procedure was implemented by the landlord as well as the Local Authority.

Areas for improvement
The provider should continue to evidence staff are trained to carry out all aspects of their role.

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
Evidence in support of this statement can be found in Quality Theme 1, Quality Statement 1.

Areas for improvement
See 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
Following discussion with staff, a review of a sample of documentation and observation of practice, this service was found to have maintained a very good performance in relation to this statement.

An examination of a range of documentation and audit records found these to be carried out on a regular basis.

This service has a complaint procedure and details of this are provided to people using the service and their relatives/carers. The manager recognises that concerns may be raised in a number of ways.

Discussion with relatives confirmed their awareness of the complaints procedure and satisfaction with the service their loved ones received.

Feedback from people using the service and their relatives confirmed the staff have a strong commitment to providing a high quality service that continues to meet the needs of tenants.

A key strength in the management and leadership is the capacity of senior members of the care staff to manage the service, locally. This is supported by good communication. All staff demonstrate a commitment to ensuring standards are maintained and improving the quality of life for people using the service, and with the result people using the service are highly satisfied.

The views of people using the service and their carers are gathered as one measure of the quality of the service provided. People who spoke with the Inspector all reported their confidence in staff and their ability to approach them with concerns or suggestions and requests.

Areas for improvement
The provider should continue to develop their quality assurance systems and ensure they best fit the needs of the people using the service.

It is worth noting that people feel very well-informed but do not feel they have any choice over changes being implemented. The provider should consider this when developing the necessary service user information and help people decide about using the service. (Please see recommendation 1 below).
Grade awarded for this statement:  5 - Very Good
Number of requirements:  0
Number of recommendations:  1

Recommendations

1. Recommendation with reference to Theme 4, Statement 4:
   The provider should make sure people have proper information to help them reach a decision about using the service. This has to be up-to-date and reliable, in a format that is easily understood and can be kept for reference and to give service users confidence that their needs will be met.
   National Care Standards: Housing Support Services and National Care Standards Care at Home Informing and Deciding Standard 1.
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
N/A.

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

<table>
<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 4</td>
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6 Inspection and grading history

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<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
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<td>Unannounced</td>
<td>Care and support: 5 - Very Good</td>
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<tr>
<td></td>
<td></td>
<td>Staffing: 5 - Very Good</td>
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<tr>
<td></td>
<td></td>
<td>Management and Leadership: 5 - Very Good</td>
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<tr>
<td>20 Jan 2011</td>
<td>Announced</td>
<td>Care and support: 4 - Good</td>
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<tr>
<td></td>
<td></td>
<td>Staffing: Not Assessed</td>
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<td></td>
<td></td>
<td>Management and Leadership: Not Assessed</td>
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<td>14 Apr 2009</td>
<td>Announced</td>
<td>Care and support: 5 - Very Good</td>
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<td></td>
<td></td>
<td>Staffing: 5 - Very Good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Management and Leadership: 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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