Milnbank Housing Association Ltd
Housing Support Unit
Housing Support Service
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Dennistoun
Glasgow
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Telephone: 0141 554 6996

Type of inspection: Unannounced
Inspection completed on: 27 May 2014
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Service provided by:
Milnbank Housing Association Limited

Service provider number:
SP2003000178

Care service number:
CS2004060651

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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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<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>
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What the service does well

Tenants in the sheltered housing complex live independently in their own flats. All personal care is provided separately by care at home providers visiting individual tenants. The complex was well maintained and there were very good communal areas. For example, a large lounge, communal kitchen and garden which were accessible, welcoming and flexible, allowing a variety of activities to take place comfortably and safely.

The service provided was seen to promote and maintain independence for both the residents in the sheltered housing complex and the service users who receive the support service. We observed staff who were committed and passionate about the service they deliver and were enthusiastic about improving and developing the service in line with tenant need and aspiration. We saw an imaginative range of activities on offer and a well resourced range of facilities available within the wider Housing Association. For example the community cafe, the community garden, the breakfast and lunch clubs and the ‘borrow a bike’ scheme. We observed very good efforts to ensure that the local community and the service maintained close links and contacts. There was a genuine feeling that the complex was an integral part of the local community.

Tenants were particularly clear they felt ‘safe’ because they knew someone was always available if help or support was required, whilst still maintaining a good level of independence. They appreciated the daily telephone call to every tenant in the complex, again telling us this provided peace of mind and ‘comfort’. One tenant said ‘moving here was the best move I every made’. 
The service’s participation and communication strategies were assessed as strong and tenant focused. Tenants decided on the range of activities taking place. There were focus groups for tenants in which to raise and address housing issues. We reviewed a very good level of communication between the service provider (Milnbank Housing Association) and the individuals receiving the service. For example, regular surveys and questionnaires, a newsletter and monthly tenant meetings.

What the service could do better
The care plans have been developed since the last inspection and there was no doubt that the service had followed up suggestions made by the previous inspector with enthusiasm and commitment. Following this inspection, we suggest that the service concentrates on a more personalised form of care plan, developed in partnership with the tenants, which incorporates current capabilities, residents needs and wishes.

What the service has done since the last inspection
The service had continued to work in an inclusive, democratic manner where the involvement and participation of tenants was actively encouraged and respected.

Conclusion
This is a community based service serving the needs of the local community. We considered they were open and receptive to suggestions on how to make positive changes to the service delivery, which would concentrate more on personal outcomes for each resident. The service was well organised, with cheerful, enthusiastic staff, who worked inclusively to tailor a service to the needs of the tenants and the local area. They provide a very good level of support, whilst supporting and enhancing independence.
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 on 31 January 2005 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 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. 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 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 Care Inspectorate.

Milnbank Housing Association is a community based, not for profit Housing Association. In this inspection, we looked at the Housing with Support branch, which is composed of two services. One service is sheltered housing which accommodates 30 people. The other provides support to vulnerable people within their own tenancies. Milnbank Housing Association receive funding from the local authority. At the time of inspection, continued funding at the same level was the subject of debate.

The sheltered housing complex offers good quality housing in the middle of a housing area which has a mixture of families, couples and single residents. There is access to facilities operated by the Housing Association - for example the community cafe - with easy access to other shops and services in the area. The Housing Association is very much community based and there is great emphasis on shared activities and regular contact with others living in the area.
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 carried out the inspection on the 27th of May between the hours of 09.00 and 18.00. We gave feedback to the service manager on the 27th of May.

During the inspection, we gathered the following evidence:

Milnbank Housing Association policies and procedures
Documentation relating to the tenancies

Minutes of meetings held by the Association with the tenants and service users
Minutes of staff meetings

Staff supervision and appraisal records, including training information

Tenants Support Plans and other documentation relating to the service’s contacts with residents and service users

We also viewed the premises and other Association projects which are part of the local community. For example, the Community Cafe.

We met with five tenants in a session relating to planning the sale of work.

We talked with four tenants individually

We met one service user who receives housing support

We met with the Housing Manager and the support staff involved in both services (sheltered housing and housing support)
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

Quality Statement 1.3

Recommendation 1
The service should ensure that support plans contain robust risk assessments which are regularly reviewed and that staff receive refresher training in person centred recordings.


Progress: The support plans have certainly been reviewed and updated to contain good quality risk assessments, subject to regular review. However, there is still some work to be undertaken on person centred recordings.

We have therefore repeated the recommendation, rewording it to reflect the work already completed.

Quality Statement 3.3

Recommendation 1
The service should ensure that a programme of formal staff supervision and appraisal is put in place with agreed timescales and minutes of these meetings recorded and signed by both parties.

National Care Standards - Housing Support Services Standard 3 - Management and Staffing arrangements.

Progress: The service provider has introduced and sustained a supervision and appraisal system which meets this recommendation.

This Recommendation has been met.
Quality Statement 4.4

Recommendation 1
The service should put in place quality assurance systems which monitor and evaluate the quality of the service being provided; reflect up-to-date knowledge and best practice guidance; evidence that they are continuously striving to improve practice; and demonstrate that they are delivering good outcomes for people using the service.

National Care Standards - Housing Support Services - Standard 3 Management and Staffing arrangements.

Progress: The service provider has introduced and sustained an auditing system, covering all aspects of the service. During this inspection, we observed and viewed evidence to confirm that staff were operating to best practice standards with a robust training programme. In the two services we inspected, we considered there were good outcomes achieved for people using the service.

This Recommendation has been met.

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 service provided a self assessment which was detailed and thorough in relation to the Housing Association as a whole. We suggest there should be more details specific to the Sheltered Housing service and the Housing Support service.
Taking the views of people using the care service into account

All the tenants and service users we spoke to were very enthusiastic about the service provided. Sheltered housing tenants were clear that they thoroughly enjoyed the activities and facilities offered in the complex. They were also enthusiastic about the amount of community contact that is encouraged, saying 'its so nice that other people come in to the centre to join us'.

Tenants told us that the support staff were 'excellent'. They told us they could 'trust' the staff and would not hesitate to speak to them if they had a concern or a worry. We were also told that they were regularly asked for their opinion and said they felt 'listened to'.

Taking carers' views into account

We did not interview any carers for the purposes of this report.
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 has a well established participation policy which involves tenants and service user in day-to-day decision-making and service development. There was potential involvement for anyone interested in the overall Management Committee of the Housing Association and the various sub committees which support the Management Committee. Tenants were regularly involved in Focus groups which meet to discuss issues relating to the Association’s organisation and operations, such as policies and procedures.

We saw evidence to confirm that tenants’ meetings had been held on a regular basis. There were monthly planning meetings for activities and outings. The range of activities included computer classes and a successful ‘Come Dine with Me’ event. This was organised in conjunction with a Nutritionist to provide a healthy eating perspective. The complex holds fund-raising events which were organised with the assistance of the tenants, their direct participation in providing items to sell and in manning the stalls. Tenants then met to determine how the money raised would be used. Participants in the activities were asked for comments about the quality and enjoyment value of the various activities on offer and this was recorded after each session by the support staff. When we spoke with some of the tenants, there was a clear sense of being fully involved in the life and development of the service. This met outcomes for older people in terms of maintaining confidence, independence and purpose.
There was a noticeboard in a predominant position in the main hallway for the building. This noticeboard was used to update tenants on past events and provide information on future activities. Useful information was displayed, including how to complain and how to access the Advocacy Service. The Association also produced a regular newsletter which was another means of keeping residents informed.

There was a suggestions box, again predominantly placed, and additionally, tenants and visitors were regularly canvassed for their opinion on all aspects of the service and the association. There was evidence to confirm that suggestions were acted on. For example, growing vegetables in the communal garden for communal use.

At the last inspection, there was the suggestion that the care plans needed reviewed and reorganised. This has been carried out in conjunction with tenants, who confirmed that they had been directly involved. Some tenants advised there were areas covered by the support plan they did not wish to discuss and this was fully respected by the support staff. Tenants said they felt listened to, were confident that information would be kept confidential and respected, all of which meets outcomes in terms of confidence and self-determination.

**Areas for improvement**

The service had worked on the care plans with tenants. However, we would suggest that further work needs to be undertaken to make the plans more person centred in content. We suggest the plans should indicate what the tenant or service user would like to achieve, and how the service will support this to happen. We discussed this during the inspection and we will review progress when we next inspect.

**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**

The tenants and service users had been involved in reviewing the content of the support plans, and they told us they were confident that the staff had sufficient information on their needs to respond appropriately. This was confirmed during discussions with support staff. We also considered they knew and understood the tenants very well in terms of their wishes on independence and choice. Tenants and service users were confident that any information held by the organisation was securely stored and we confirmed this was indeed the case. Support plans were seen to be regularly reviewed and reflected changing need and choice. There were appropriate risk assessments and suitable plans attached to minimise risk. Support staff prepared daily notes on tenants, which reflected both emotional and physical health, plus a description of the content of the contact. We concluded the support plans contained some very good detail and there was a concise but helpful pen picture of all residents.

Tenants and service users expressed confidence in the support staff contacting outside professionals when necessary and were equally confident this would be done only with their consent. We saw very good examples where this had been carried out appropriately and in a manner which respected the tenants independence and confidentiality. For example, to the local authority to consider increased support for the tenant or service user.

With the tenants’ or service users’ permission, the support workers helped to identify and resource other community supports. For example, an application had been made to the Befriending Service. This was intended to widen the tenant’s opportunities for social contact and independence.

The support workers were available office hours Monday to Friday. Outwith these times, help or support could be accessed through the call centre which provided the out of hours cover. All tenants had the choice of whether they wished the support staff to contact them on a daily basis. All current residents had chosen to do so and told us they felt ‘comforted’ by this and enjoyed the call. The tenants we spoke to described the daily call as a ‘lifeline’.

The complex had cctv systems for security purposes and the association had entered into an agreement where the complex had its own designated police officers. We were told by tenants that they did indeed feel safe and secure.
Areas for improvement

Daily notes should be expanded to include what actions were taken and what outcomes emerged. For example, one tenant was described saying they felt low. There was no mention of any follow-up work being undertaken or the outcome of this work. However, in speaking with support staff, it was clear that action had indeed been taken. We therefore suggest that support staff review how they record these notes and ensure it is clear what work has been carried out and the outcome for the tenant or the service user. We will assess progress in this at the next inspection.

The review meeting minutes reflected a conversation about the current situation for the tenant. Whilst this is very appropriate, we suggest that the tenant be supported to also look at aspiration and choices - and detail how these wishes could be met. The review plans should also look at what could be put in place meantime. For example, the review may identify that a tenant wished to alleviate isolation by increasing their social contacts. A referral to a Befriending Service can take some time and the review should look at interim actions to be put in place pending the successful referral. We will monitor this at the next inspection.

**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
The strengths recorded under Quality Theme 1.1 are also relevant strengths for this quality theme.

Additionally, we viewed evidence to confirm that two lay members of the Management Committee were involved in the interview panels for staff.

Areas for improvement
The service should continue to work in this inclusive way and explore other communication methods to ensure that all tenants and service users have the opportunity to express their view.

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 provider had a well established recruitment and induction process in place. They described being in the process of establishing a training facility which will be used for a variety of training opportunities for all staff employed by the Housing Association. We could see the support staff within the complex had been on a variety of training courses and their mandatory training was up to date. We observed staff working in a professional and competent manner, showing a good understanding of re-enablement, dementia care and mental health. We also observed staff carrying out their work with respect, dignity and appropriate humour. We concluded that the training and the ethos of the service impacted positively on the work of the support staff. This had good outcomes for tenants and service users in terms of working with empathetic, competent and understanding staff.

The support workers had a good understanding of the physical and psychological issues faced by older people. However, as legislation changed in other areas which would affect the client group, the support staff ensured that anyone requiring advice and guidance, was referred to the appropriate agency. For example, recent changes in welfare legislation and practice resulted in a number of tenants having direct access to the local Welfare Benefits Advice Centre. There were other examples of staff having a very good level of awareness of changes in both local and national government provision and the potential impact on the client group.

Staff described receiving regular supervision and appraisal. We viewed documentation to confirm that the discussions involved in the two processes were detailed, appropriate and focused towards meeting the needs of the service user groups involved - the sheltered housing tenants and the service users receiving housing support. This meant that staff had formal opportunities to discuss practice, clarify issues and identify training needs. This had good outcomes for the people receiving the service as staff were confident, trained and knowledgeable. One service user told us that staff were approachable, 'knew what they were doing' and 'understood the issues that effect us'.

The Housing Association also held regular meetings for all staff, which again provided opportunities to discuss and comment on the direction of the services. We viewed evidence to confirm these meetings had taken place and staff told us they felt part of the organisation, listened to and their views respected.
The service provider had recently received Lottery funding. This had allowed the employment of extra staff to provide additional support to tenants throughout the Association with the emphasis on prevention. The support was based around on what kept tenants / service users successfully in their tenancies. For older people, this included preventing hospital or residential care home admission. For example, support staff described advocating for additional assistance and referral to other agencies such as the local authority for assistive technology. (Assistive technology is where specially designed equipment can help minimise risk, increase feelings of safety and confidence potentially enabling someone to remain in their own home for as long as possible.)

The service provider had a series of relevant policies and procedures, which covered all aspects of service delivery including whistleblowing and recruitment. This documentation was easily accessible for all staff. Staff were also aware of the practice standards for all workers in care services. (Scottish Social Services Council Code of Practice).

Areas for improvement
The service should continue to work in this inclusive and supportive manner.

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
The strengths recorded under Quality Theme 1.1 are also relevant strengths for this quality theme.

Areas for improvement
The service should continue to work in this inclusive way.

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
Milnbank Housing Association provided a wide variety of documentation to evidence their robust quality assurance systems. We received information to confirm that the Depute Director of the Housing Association carried out a series of audits on all aspects of services provided. These audits were incorporated in reports to the management team and actions generated in response to suggestions or comments made.

The service provider regularly sends out questionnaires asking for feedback on services and processes. For example, this led to a review and a potential revamp of the information package for the association. We concluded this was a proactive association, who genuinely wanted to continuously improve their services across the association.

Areas for improvement
The service and the service provider should continue to work in collaboration with their tenants and service users.

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
The service gave us an appropriate action plan on 15.05.2013 and we re-graded to the appropriate level.

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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<tr>
<td>Statement 1</td>
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<td>Statement 3</td>
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<tr>
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<tr>
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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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<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
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<tbody>
<tr>
<td>28 Feb 2013</td>
<td>Unannounced</td>
<td>Care and support 5 - Very 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>
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<tr>
<td>28 Mar 2012</td>
<td>Unannounced</td>
<td>Care and support 5 - Very Good</td>
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<td></td>
<td>Management and Leadership 6 - Excellent</td>
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<td>26 Aug 2010</td>
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<td>Care and support 6 - Excellent</td>
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<td>Staffing 5 - Very Good</td>
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<tr>
<td></td>
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<td>Management and Leadership Not Assessed</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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