

Linthouse Housing Association Ltd - Sheltered Housing Housing Support Service

1 Cressy Street
Linthouse
Glasgow
G51 4RB

Telephone: 0141 445 4418

Type of inspection: Unannounced
Inspection completed on: 11 January 2017

Service provided by:
Linthouse Housing Association Ltd.

Service provider number:
SP2004006767

Care service number:
CS2004080355

About the service

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.

Lighthouse Housing Association provides sheltered and very sheltered housing support services for older people in the Govan area of Glasgow, allowing them to live independent lives within their own homes. Tenants are supported by a warden and domestic staff, and in the very sheltered service a cook provides meals on a daily basis. The members of staff are managed by the senior housing officer from Lighthouse Housing Association.

The service supports individuals to use other agencies, such as care at home services who carry out personal care for tenants and also to access health services such as the general practitioner and other health care professionals when required.

What people told us

For this inspection we received the views from twenty-nine of the seventy-three people using the service.

Twenty-seven people who use the service completed care standards questionnaires. All strongly agreed or agreed that they were happy with the quality of care and support given.

We received the following comments in the completed questionnaires:-

"The warden is wonderful, kind, considerate and caring, always willing to go the extra mile, helping all of us when ever we need help. On the other hand we never hear anything from the housing association. No information is forth coming and we have had no meetings in a long time to keep us up to date".

"The staff and carers are very friendly and helpful".

"I am very satisfied with the service provided to me".

"The warden is a great asset and ensures my relatives welfare and liaises with all the family regarding our relatives well-being this is a great support".

An Inspection Volunteer spoke to two service users by phone and both indicated that they were happy with the service they received.

Self assessment

The Care Inspectorate received a fully completed self-assessment from the provider. The provider identified what it thought the service did well and gave examples of improvements in care planning and supervision and appraisal. The self-assessment clearly identified some key areas that the provider believed can be improved and showed how the service intended to do this. The provider told us how the people who used the care service had taken part in the self-assessment process and how their feedback directed the development of their plans for improving the service.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

What the service does well

Wardens carry out well-being checks as part of the support plan. In addition to the agreed checks, staff were aware of service users needs through informal daily contact and take appropriate action if they are concerned about a tenant or if a tenant is ill.

The emergency call system alerts wardens to emergencies during normal working hours. Out with these hours and at the weekends, the call is directed to the out-of-hours centre and a home care alert worker will respond.

The service continues to facilitate a number of activities as a means to improve the health and well-being of the tenants. There is also a range of information on supports, activities and useful contacts on all complex noticeboards.

We examined a number of support plans which contained information needed in order to support people. They included a signed service agreement, falls risk assessment, personal information, and six monthly reviews.

People we spoke with told us how well the service met their needs and that they felt reassured by the staff support.

Staff were motivated and focussed on improving outcomes for the service user's and their families. They spoke about the value of the sheltered housing service for people and they very much wanted to provide a good service.

Some members of staff are registered with the Scottish Social Services Council (SSSC) and some have undertaking Scottish Vocational Qualifications (SVQs) so they are ready when compulsory registration is introduced.

Staff continue to receive training to help improve the care they offer to service users e.g. dementia, challenging behaviour, adult support and protection. and fire warden training.

The new manager has re introduced staff meetings to help improve communication.

Service users and family carers with whom we spoke and in Care Inspectorate Questionnaires indicated they were very happy with the care and support received and were particularly complementary about the way in which staff treated them with respect and sought their opinions.

What the service could do better

The presentation and content of the care plans could be improved to enable ease of access to key information and also to reflect a more person-centred assessment of the tenant. The support plans should also contain information about other services that are also providing support to each person.

The quality of the review documentation should be improved to evidence that a person-centred review was carried out. This would incorporate all other relevant parties contributions and changes to the service users needs, associated risks and an agreed action plan.
(see Recommendation 1)

We encouraged the management to review how the support plans demonstrate consideration to legislation such as Adults With Incapacity (2000) Act and the Data Protection (1998) Act. More specifically, the support plans must contain information as to who holds legal powers and that the service has gained consent to share information with other relevant individuals/bodies. (see Recommendation 2)

We were advised that wardens cook meals at the week ends. We have asked the manager to check with service users that they are satisfied with this arrangement.
(see Recommendation 3)

The quality of information in incident reports and on daily notes could be better.
(see Recommendation 4)

The service should implement its staff appraisal process in order to support continuous professional development. (see Recommendation 5)

Staff should have the opportunity to access the latest training opportunities.(see Recommendation 6)

The service should address the issues identified in this report if the grades awarded are to be sustained.

We directed the management to the Scottish Social Service Council (SSSC) Step into Leadership toolkit which is aimed at improving the leadership qualities of all staff at different levels in the organisation. This provides a framework for areas to be developed and potentially incorporated into the organisations current appraisals.

We signposted the service to the SSSC publication 'The Framework for Continuous Learning in Social Services' (FCL) for information and guidance.

We signposted the service to the The Knowledge Network, Scottish Social Services Council and NHS Education for Scotland for 'Promoting Excellence' - the education framework for all social services staff working with people with dementia for information and guidance. www.knowledge.scot.nhs.uk/dementia

We signposted the service to the Scottish Social Services Council (SSSC) website for 'Step into leadership' Leadership learning pathways for Scotland's social services for information and guidance.

We signposted the service to the Institute for Research and Innovation in Social Services (iriss) publication 2015 'achieving effective supervision' for information and guidance.

We signposted the service to 'Reflective Writing Guidance notes for students' April 2001 www.shef.ac.uk/uni/projects for information and guidance.

We directed the service to the latest on-line free training for consideration:- 'Compassionate care: Getting it right'

We signposted the service to the Joint Improvement Team publication 'Talking Points Personal Outcomes Approach Practical Guide' for information and guidance.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 6

1. The provider should review the system of care planning and reviews to ensure they are person-centred and accurately reflect the care given.

(National Care Standards Housing support Standard 4:Housing support planning, Care at home Standard 3: Your personal plan).

2. The provide should ensure that records held comply with all legal requirements e.g. Adults with Incapacity Act (AWI), Data Protection Act etc.

(National Care Standards Housing support Standard 3: Management and staffing arrangements, Standard 7:Exercising your rights, Care at home Standard 4: Management and staffing arrangements, Standard 9:Private life).

3. The provider should consider staff who are preparing meals to gain an appropriate catering qualification.

(National Care Standards Housing support Standard 3:Management and staffing arrangements, Care at home Standard 4: Management and staffing arrangements).

4. The provider should audit incident reports and daily notes to check the quality and detail of the information recorded to ensure it is accurate and clearly records the action taken.

(National Care Standards Housing support Standard 3:Management and staffing arrangements, Care at home Standard 4: Management and staffing arrangements).

5. The provider should ensure the system of supervision and appraisal is fit for purpose going forward, to support staff to achieve and demonstrate Scottish Social Services Council post registration education and training.

(National Care Standards Housing support Standard 3: Management and staffing arrangements, Care at home Standard 4: Management and staffing arrangements).

6. The provider should ensure that, where appropriate, staff have access to the latest dementia training through the 'Promoting Excellence' initiative.

(National Care Standards Housing support Standard 3: Management and staffing arrangements, Care at home Standard 4: Management and staffing arrangements).

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Inspection and grading history

Date	Type	Gradings	
16 Mar 2016	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
20 Mar 2015	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
20 Nov 2013	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
23 Aug 2012	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
22 Jun 2010	Announced	Care and support	5 - Very good

Date	Type	Gradings	
		Environment Staffing Management and leadership	Not assessed 5 - Very good Not assessed
10 Jul 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 4 - Good 4 - Good
24 Jul 2008	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 4 - Good 4 - Good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànanan eile ma nìthear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.