

## Rosshead Housing Housing Support Service

Rosshead House  
Heather Avenue  
Alexandria  
G83 0TJ

Telephone: 01389 752 572

**Type of inspection:**

Unannounced

**Completed on:**

2 August 2018

**Service provided by:**

Rosshead Housing

**Service provider number:**

SP2010010988

**Service no:**

CS2010252652

## About the service

Rosshead Housing is registered to provide a housing support and care at home service to people who are experiencing homelessness, with a maximum of 10 people accommodated in Rosshead House.

The service aims to provide housing support for vulnerable individuals who may have a range of support needs such as mental health, drug and alcohol problems, alcohol related brain damage, social support needs and homelessness. There is no restriction on the length of stay.

The service is provided by the registered manager and a team of support staff, some of whom are employed on a relief basis. The service also employs a domestic worker on a part time basis.

At the time of this inspection there were six people staying at Rosshead House.

## What people told us

During this inspection we spoke with four of the people staying at Rosshead House and one person who had recently moved on from the service.

Those we spoke with said that staff were generally nice. People said that the quality of the décor and furnishings could be improved and that rooms were basic. Some people expressed a desire to move on from the service soon.

The things people said included:

"My fridge is too small and this means that I have to shop more often".

"It's okay but it's not my own place".

"Nowhere to keep my food in my room".

"Place is clean and I have been made to feel welcome".

"Would be good to have more group meals"

"We weren't able to have visitors for a period of time because of an issue with someone else's visitor".

We discussed these comments with the manager.

## Self assessment

We did not ask the provider to submit a self assessment prior to this inspection. Instead we considered the quality of information within the service plan and how effectively it had contributed to continuous improvements at the service. We suggested that clearer and more specific and measurable goals and interventions would improve this.

## From this inspection we graded this service as:

Quality of care and support	3 - Adequate
Quality of staffing	not assessed
Quality of management and leadership	4 - Good

## What the service does well

Some people who had a history of poor engagement with other services had developed good working relationships with some of the staff at Rosshead Housing. For one person this had led to improvements in the way they interacted with their wider community. There were also significant sustained improvements in their physical and mental wellbeing.

We heard that some people had recently moved on from the service to permanent accommodation and this was a positive outcome for them. Anecdotal information suggested that others were still sustaining their tenancies and doing relatively well.

The service was using the Better Futures outcome monitoring tool. This meant that people were able to identify areas of their life they wanted to improve and chart their progress. Paperwork sampled was found generally to be up to date and there were good systems in place to promote communication between staff.

There had been a change of manager and significant staff turnover since the last inspection. As yet it was not clear how this had impacted on peoples experience of the service. However the manager and staff we met with were enthusiastic, empathic and committed to helping people improve their quality of life.

People were supported by staff who had a better understanding of their needs because of the training they had received. The manager continued to identify and promote additional learning opportunities.

The manager sought feedback about the service from people living there, staff and external stakeholders. This provided an opportunity for the service to improve from a wide range of valuable insights.

## What the service could do better

From our conversations with people and our observations we concluded that the setting was not conducive to enhancing peoples sense of worth, confidence and self esteem. This was because of the slow pace of planned improvements to the setting that the provider had identified. This meant that the requirement we made at the previous inspection had not been met. We have repeated this requirement whilst acknowledging the improvements that have been made. We have rewritten it to take account of the new Health and Social Care Standards. (See Requirement 1). We have also made a recommendation. (See Recommendation 1).

Support plans that we looked at lacked the detail needed to give staff a sense of peoples strengths and abilities and the things that were important to them. They could also be improved by being written in the first person to reflect peoples individuality.

The issues that were stopping people from securing and sustaining their own tenancies needed to be more clearly stated. This will help the provider identify the support people need. This will also ensure that people are being treated fairly and are being helped to exercise their rights in respect of housing legislation.

Where goals had been identified actions to achieve these needed to be more specific in order to be measurable. We suggested that review minutes could be improved to better reflect the views of all in attendance. Where an external agency is taking the minute, the provider should ensure that they have a record of any agreed actions.

The potential impact of the transient population on the experiences of people who were living at Rosshead House on a longer term basis needs to be fully assessed and regularly reviewed. This should also be a consideration when assessing future social work referrals.

Peoples abilities in relation to managing their medication should be assessed and clearly recorded to ensure that independence is being promoted. Where people have been assessed as lacking capacity to make decisions about their medication, documentation that gives staff authority to administer medication should be in place. Staff should keep up to date with best practice and legislation in relation to adults who are subject to legal orders such as guardianship. This will help them promote peoples rights.

Whilst there were good systems for recording accidents and incidents, we found some that had not been reported to the Care Inspectorate. We provided guidance on reporting to assist the manager with future notifications.

## Requirements

### Number of requirements: 1

1. The provider must ensure that the quality of the setting in which the service is provided is of a standard that enables and enhances peoples ability to experience positive outcomes.

This is to comply with the Social Work and Social Care Improvements Scotland (Requirement for Care Services) Regulations 2011 (SSI211/210) Regulation 4 (1) (a) Welfare of users - a provider must make proper provision for the health, welfare and safety of service users and 4 (1) (b) a provider must provide services in a manner that respects the privacy and dignity of service users.

And takes account of:

The Health and Social Care Standards, Standards 5: I experience a high quality of environment if the organisation provides the premises. 5.21 - I am able to access a range of good quality equipment and furnishings to meet my needs, wishes and choices. 5.22 - I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment.

## Recommendations

### Number of recommendations: 1

1. The provider should develop a schedule of cyclical maintenance and decoration to continuously improve the quality of the setting from which the service is provided.

Health and Social Care Standards 4: I have confidence in the organisation providing my care and support 4.19 - I use a service and organisation that are well led and managed.

Health and Social Care Standards 5: I experience a high quality environment if the organisation provides the premises. 5.22 I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Inspection and grading history

Date	Type	Gradings
19 Oct 2017	Unannounced	Care and support Environment Staffing Management and leadership Not assessed Not assessed Not assessed Not assessed
25 May 2017	Announced (short notice)	Care and support Environment Staffing Management and leadership 4 - Good Not assessed 4 - Good Not assessed
3 Jun 2016	Announced (short notice)	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed Not assessed 5 - Very good
14 Jan 2016	Announced (short notice)	Care and support Environment Staffing Management and leadership Not assessed Not assessed Not assessed Not assessed
25 Mar 2016	Re-grade	Care and support Environment Staffing Management and leadership Not assessed Not assessed 4 - Good Not assessed
22 May 2015	Announced (short notice)	Care and support Environment Staffing Management and leadership 4 - Good Not assessed 3 - Adequate 4 - Good

Date	Type	Gradings	
17 Jun 2014	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 5 - Very good 4 - Good
14 Aug 2013	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 5 - Very good 5 - Very good
23 Aug 2012	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate Not assessed 4 - Good 4 - Good
1 Jun 2011	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 3 - Adequate 4 - Good

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