care inspectorate

Angus Council Supported Housing
Housing Support Service

Ravenswood
New Road
Forfar
DD8 2AF

Telephone: 01307 473137

Type of inspection:
Unannounced

Completed on:
6 December 2018

Service provided by:
Angus Council

Service provider number:
SP2003000043

Service no:
CS2004076776

HAPPY TO TRANSLATE

About the service

The service registered with the Care Inspectorate in 2004 and provides housing support and some limited care tasks for people living in very sheltered housing complexes in Montrose and Brechin. The support is person-centred and focusses on positive outcomes to enable people to maintain their tenancies.

What people told us

The Care Inspectorate received 13 Care Standards Questionnaires (CSQs) back from service users and the inspector spoke with four service users during the inspection. This gave a broad cross-section of people's views about the service; these views were all very positive. Here are some of the things people said:

'My mother praises the service provided and the staff who deliver it very highly. I fully support her comments as in all dealings I have with the staff they are confident, well-informed and friendly. An amazing service.'

'A good bunch of lassies!'

'Staff are always polite. I have lived here for three years and the service has always been excellent.'

'I do feel safe living here though sometimes the gate can be left open.'

'Staff are friendly and always have time for a chat with me, this is important.'

'They help me with my medication and there have never been any problems.'

'If I need to make a phone call they will offer to phone on my behalf.'

'Yes, they do ask my views on the service.'

'9/10.'

'The staff are well trained and lovely. They treat me with dignity and respect.'

'They respect my privacy and always knock on my front door before entering.'

'We have a tenants meeting every month where they gather our views and act on them.'

'If I had a complaint I would go to Lorraine.'

'I love it here, the staff are great they are always checking on me to make sure I'm okay.'

'This service is exceptional they come every morning to make sure I'm okay.'

'There are always social events going on such as; a chippy tea, tea and toast, raffles, quizzes and I am really looking forward to the Christmas party.'

Self assessment

Services were not asked for a self assessment this year but development plans were in place for this service.

From this inspection we graded this service as:

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

Quality of care and support

Findings from the inspection

The care and support provided by the service was found at inspection to be very good. The service was well resourced, staff were well trained and confident and the service was clear about what it could and could not provide. Across the two different locations there was a common feeling of community and compassion. The following will outline evidence found at inspection.

Support plans were very detailed. They focused on positive outcomes in areas such as; domestic skills, advice, guidance and correspondence, budgeting, social contact, exercise and keeping healthy, time outdoors, assistance with community meals, assistance with long-term conditions, assistance when ill, call system and phoning the GP. There was evidence that plans were regularly reviewed and that appropriate risk assessments were in place.

There was evidence that people were supported to use their local community this included trips out, and community groups such as local schools and nurseries coming into the services. Where people needed support engaging with the local community this was undertaken by staff.

Both parts of the service, in Brechin and in Montrose, were visited and at both sites service users benefited from social events these included; chippy teas, events, Christmas parties, barbecues, quizzes and indoor bowls. If service users wanted social contact they gathered in the communal areas to meet with friends and chat with staff.

It was clear that staff were well trained. One member of staff spoken with had recently received training in administration of medication, was a dementia ambassador, had attended training on enablement and received a moving and handling refresher course. Observation of staff interactions with people indicated they were confident, friendly and compassionate. Feedback from service users was very positive in relation to staff emphasising their friendliness, their time to engage in social interaction and their effectiveness in supporting people.

The service had good participation practice. There were regular tenants meetings, questionnaires were sent out gathering views and senior staff were always open to discussing any issues that people might have. The inspector observed one member of staff assisting a service user to organise their flu inoculation.

In conclusion the service was found to be of a high standard. People were effectively supported, the service was clear about its role and limits, and their outcome focus meant that the service was always looking for ways to improve. Outcomes from service users were all very positive as well. This is why a grade of very good has been awarded here.

Areas for improvement.

When the inspector visited the Brechin service he was able to gain access through a security gate which should have been locked. He noted that the springs on the gate designed to automatically close it showed signs of wear. He passed this on to the manager of the service who said she would immediately contact the landlord to get them to review security of the gates. **See recommendation 1**.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The service should ensure that security for service users is monitored and maintained at all times.

This is to ensure that care and support is consistent with the Health and Social Care Standards, which state that 'I experience high quality care and support based on relevant evidence, guidance and best practice.' (HSCS 4.11).

Grade: 5 - very good

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

The quality of management and leadership in the service was found to be very good. The service was involved in continuous development, engaging with stakeholders and ensuring very good support and training for its staff group. People who use the service were very positive about the support it provided. The following gives examples of evidence in support of this.

The service were good at engaging with people. They had recently carried out an analysis of service users goals and aspirations using one-to-one interviewing techniques. The outcomes from this were fed into the service's day-to-day practice and had resulted in more social events being organised and supported.

The service were clear about who they could support and used pre-admission assessments to ensure that anyone admitted to the service was likely to benefit from its support. Once the service users were taken on the service was very committed to ensuring they retained their tenancy. There were examples of the service supporting people who required palliative care.

Staff were well supported via supervision, appraisal, team meetings, extensive training, encouragement to be leaders, registration with the Scottish Social Services Council (SSSC) and observation of their practice. One part of the service was proud of the fact that there had been no days off sick amongst the staff in the last four years. Staff spoken with felt they were part of a supportive team. Observation of staff practice and demeanour indicated they were compassionate and confident. The inspector spoke with one member of staff who was a dementia ambassador.

The manager of the service was able to stay abreast of developments in the field of housing support by attending meetings in relation to housing within the council structure. Recent developments had included updating staff on General Data Protection Regulation (GDPR), in relation to European regulations on data storage, and the duty of candour in relation to taking responsibility for notifiable safety incidents.

At the time of inspection the service was undertaking a re-evaluation of what it provided. It used good practice to do this in that it had a series of consultation meetings with staff and service users. It also had a wider look at other models of support.

In conclusion the management and leadership of the service was found to be of a very high quality. Staff were well supported to undertake their role in supporting people who use the service. In turn the people who use the service felt well supported and informed. Outcomes for them were made as positive as possible and people were supported as individuals. This is why a grade of very good has been awarded here.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

There are no outstanding requirements.

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

Recommendation 1

Tenants should be encouraged to store their medication in lockable cupboards within their homes.

National Care Standards, 8 Care at Home - Keeping Well - Medication.

If your service includes help with taking your medication, the provider has arrangements in place for this to be done safely and in the way that suits you best.

This recommendation was made on 16 January 2018.

Action taken on previous recommendation
Tenants now store their medication in lockable cupboards.

Recommendation 2

It is recommended that the service allow staff to have regular access to the intranet in order to be kept up-to-date more effectively with changes in legislation, practice and knowledge in the care sector.

See National Care Standards 4, Care at Home - Management and Staffing.

You experience good quality care at home. This is provided by management and the care staff who have the skills and competence to carry out the tasks you require.

This recommendation was made on 16 January 2018.

Action taken on previous recommendation
Laptops had been resourced for staff use.

Recommendation 3

The service should improve its participation practice to formally gather the views of service users, staff, carers and any other stakeholders. Especially stakeholders as this will raise the profile of the service among care managers and any other commissioners. It should then collate any views expressed and use them in their improvement practice.

National Care Standards 11 Care at Home - Expressing Your Views.

You or your carer are encouraged to express your views on any aspects of the care service at any time.

This recommendation was made on 16 January 2018.

Action taken on previous recommendation
There was evidence of engagement in the inspection.

Complaints

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

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings	
8 Dec 2017	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 4 - Good
16 Mar 2017	Announced (short notice)	Care and support Environment Staffing Management and leadership	3 - Adequate Not assessed 3 - Adequate 2 - Weak
3 Mar 2016	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 3 - Adequate
9 Mar 2015	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 5 - Very good 4 - Good
11 Feb 2014	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good

Date	Type	Gradings	
17 Oct 2012	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good
20 Jan 2011	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed Not assessed Not assessed
14 Apr 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

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