Sheltered Housing – Orkney
Housing Support Service
Council Offices
School Place
Kirkwall
KW15 1NY
Telephone: 01856 850770

Inspected by: Marion Sutherland
Type of inspection: Announced
Inspection completed on: 13 September 2011
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2 How we inspected this service
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Service provided by:
Orkney Islands Council

Service provider number:
SP2003001951

Care service number:
CS2004077253

Contact details for the inspector who inspected this service:
Marion Sutherland
Telephone
Email enquiries@scswis.com
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>
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<tr>
<th>Area</th>
<th>Grade</th>
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<tr>
<td>Quality of Care and Support</td>
<td>4</td>
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<tr>
<td>Quality of Staffing</td>
<td>4</td>
</tr>
<tr>
<td>Quality of Management and Leadership</td>
<td>N/A</td>
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What the service does well

The service provides daily visits to tenants who wish them, at three sheltered housing complexes. It also provides the reassurance of an onsite warden during the day and a 24 hour alarm call system from each of the houses. There is also a lunch club in Kirkwall and a coffee morning in Stromness for tenants and neighbours.

What the service could do better

Tenants in Stromness still have concerns that there is no warden on duty three nights a week, although the responder service is available 24 hours a day. They are responsible for answering emergency calls from community alarms when no warden is present. The service has been trying to recruit relief wardens for both Stromness and Kirkwall.

What the service has done since the last inspection

The service has been trying to encourage tenant participation and has carried out specific sheltered housing questionnaires, as well as holding meetings, at both complexes.

Conclusion

The service provides reassurance and social opportunities for the elderly tenants who feel that this service is important to their security and wellbeing. Due to lack of demand in Stromness, the OIC is consulting on using some of the properties for adults.
with low support needs, who could be assisted by the wardens to maintain their tenancies.

**Who did this inspection**
Marion Sutherland
1 About the service we inspected

The sheltered housing service was offered at two locations in Kirkwall and one in Stromness. There was a warden and some relief cover for both locations in Kirkwall and a warden and assistant warden in Stromness, as well as relief cover.

The wardens provided twice daily visits to all tenants who requested them, as well as being on call from the alarm system in every house. A warden was on duty from 8.30am - 5.00pm and during sleep-overs from 10.00pm. The sleeping in service had been retained in Stromness four nights a week but when no warden was on duty, the responder service would pick up any calls put through the Balfour Hospital from the community alarm system in each house, unless individuals had a key holder who acted as first responder. The Hospital switchboard directed calls to the responder service and if necessary on to the night support team.

A warden covered Lambaness and Andersquoy and spent time at both locations during the day.

Tenants all had individual, purpose built houses, which were rented from Housing Services, and there was a community room at Lambaness which was used for weekly lunches and coffee afternoons. Tenants from Andersquoy were invited and assisted to join in with activities at Lambaness. Stromness also had a community room which was open to residents and could be used for lunches and coffee mornings. Tenants also had access to the community room at other times through the secure keypad on the entrance.

The aim of the service was to make each person feel valued and special and assist them to live an independent and fulfilling life.

Before the 1 April, 2011 this service was registered with the Care Commission. On this date the new scrutiny body, Social Care and Social Work Improvement Scotland (SCSWIS), took over the work of the Care Commission, including the registration of care services. This meant that from 1 April 2011 this service continued its registration under the new body.

Based on the findings of this inspection this service has been awarded the following grades:

- Quality of Care and Support - Grade 4 - Good
- Quality of Staffing - Grade 4 - Good
- Quality of Management and Leadership - N/A
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.scswis.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 medium intensity inspection. We carry out these inspections where we have assessed the service may need a more intense inspection.

What we did during the inspection

This report was compiled following an inspection carried out at short notice. The inspection was carried out by a SCSWIS inspector Marion Sutherland on 9 September, 2011, between 9.00am and 11.30am at the office in Kirkwall. Visits were also paid to the 2 sheltered housing complexes at Rae’s Close and Lambaness on Tuesday 13 September. Feedback was given to the manager following this inspection.

As requested by us the provider sent an annual return and a self assessment form.

In this inspection we gathered evidence from various sources, including the relevant sections of policies, procedures, records and other documents including:

- Orkney Islands Council Service Delivery Plan.
- Tenant Participation Strategy.
- Complaints policy.
- Housing News.
- The self assessment for the service.
- The Quality Audit Pro Forma.
- Draft Older Person’s Housing Strategy.

Discussion with the Manager and the Senior Housing Officer.

The Inspector also met with staff and tenants at the coffee morning in Stromness and the lunch club at Lambaness.

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.

The self assessment was thoroughly completed with details of the strengths and areas for improvement. Strengths were seen as the variety of consultations which were carried out in line with statutory requirements, including the development of questionnaires which were fed back into the Service Delivery Plan.

Areas for improvement included ongoing training and consultation over strategies which have been developed before they are finalised.

Taking the views of people using the care service into account

Two Care Standards Questionnaires were returned by tenants.

One agreed and strongly agreed that 'Overall, I am happy with the quality of care and support this service gives me'. One strongly agreed that 'The service asks for my opinions about how it can improve' and one didn’t know. Both felt they were treated with respect, they were aware of the names of the staff who supported them and they were confident that staff had the skills and sufficient time to support them.

Tenants at the coffee morning and lunch were seen to have a good relationship with staff and said they felt supported by the onsite staff. Some tenants had met with senior staff in housing services at recent meetings regarding the future of the sheltered housing, including proposals to introduce charging for future tenants.

Some tenants in Stromness expressed dissatisfaction that their idea of an Open Day to encourage new residents to come forward had not been taken forward by the housing services and also that potential tenants were being turned down. This was leading to properties being empty and the service being underused, which added to their anxieties about the future of the service.
Taking carers’ views into account

N/A
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

Overall grade awarded for this theme: 4 - 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 housing service had a Tenant Participation strategy which concentrated on encouraging and empowering tenants to become involved in decisions which affected their tenancies and the areas in which they lived. The views of individuals on these strategies were sought through the Housing News and copies of the strategy were available online or at the One Stop Shop, the Stromness Cash Office, library and the OHAL office.

The Tenant Participation strategy aimed to give tenants opportunities to become involved in the decision making process and to offer a range of options for becoming involved in policy and service development. They wished to ensure that tenants’ groups were resourced and supported to engage in the participation process and to develop ways of improving communication and information.

The tenant participation procedures and consultation arrangements were subject to continuous improvement and review.

They also collected views by various other methods such as:

- Responses to consultations;
- Responses from focus groups (small one off groups of service users who provided their opinions on services to housing staff);
- Questionnaires;
- Complaints;
- Appeals;
- Comments arising from requests on footnotes on letters.
They stressed that ‘Your views are very important to us and allow us to assess whether there are things we could do to improve our services’. Service users were advised that if there were areas which could be improved this was taken seriously. Equally they wanted to know when something was working well so they knew not to change it.

Help was offered by housing services to complete surveys and reply paid envelopes were always made available.

All tenants were given a Tenants Handbook and part of this was a leaflet entitled ‘Your Views’. This advised why they wanted this information and what they did with it. Tenants were reminded that ‘your views are important to us and the information you provide is used to continually improve our services’ and thanked for taking the time to help with this process.

All letters included a footnote which welcomed comments and feedback and advised individuals about the corporate Complaints Procedure. Information from complaints and appeals was analysed and fed back into the service delivery plan.

A Resident Participation Coordinator had been employed to take participation strategies forward as tenant participation is a statutory duty for housing services. She had attended meetings with the sheltered housing residents and was working with them on a number of developments to improve the environment round the houses. She would also be expected to hold meetings to ensure that residents were able to have their views included in any changes to policies or services which may affect them.

A questionnaire for all tenants of sheltered housing had been issued which dealt with aspects of care, staff, lunch and coffee clubs and information as well as asking for suggestions in regard to future tenants meetings. All feedback from questionnaires, appeals and complaints was included in the service delivery plan and the annual report which went to Committee.

**Areas for improvement**

To continue to use ways of engaging with tenants which are acceptable to the individuals in sheltered housing. This should include regular tenants meetings, as the majority of respondents to the questionnaire felt this would be helpful.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

**Statement 4**
We use a range of communication methods to ensure we meet the needs of service users.

**Service strengths**

All tenants were provided with a Tenants Handbook which provided detailed information on all aspects of their tenancies. This included a list of useful contacts and other agencies whose help they may benefit from. There was a specific leaflet for sheltered housing and a leaflet entitled ‘Your views’ which explained how the information gained from feedback was used to improve the services.

Information would be made available in a range of different languages and formats if these were required. The provider has access to translation and interpretation services if these were needed and interview rooms can be fitted with an induction loop.

Tenants were issued with a questionnaire which asked them whether communications should be provided in any other formats or languages and for their views on the leaflets and handbook which they had received. One tenant did not feel it was helpful but all the others responded positively and no suggestions for improvements were put forward.

Face to face meetings with tenants were arranged if any changes were proposed to the service. There was a part time Resident Participation Co-ordinator who held meetings with tenants on a range of issues. This allowed them to have face to face communication, as well as making any written or phone representations in response to any requests for consultation.

The wardens were an important way in which information was shared with tenants and feedback was gathered. They were on site to help with any letters or forms and were aware if tenants had any communication needs or problems.

The lunch clubs and coffee mornings were also a means of promoting communication and staff attended those by invitation. A broad range of information was available from the OIC website, including all leaflets, and browse aloud was compatible with this. A residents group had been set up in Rae’s Close and was being supported by the Resident Participation Co-ordinator.

The Tenant Participation Strategy included the use of alternative means of communicating including computer based systems such as Conference Me. A range of communication including letters, public meetings, focus groups, survey monkey, newspaper articles and radio announcements were all available to try and exchange information with tenants and their families.
Areas for improvement

More information could be displayed at the Community rooms, including any consultation documents which were being undertaken. Wardens could also be encouraged to get feedback from tenants with regard to any consultations which are ongoing. An open day at Rae’s Close had been suggested by the residents and this was to be taken forward.

When relief staff were on duty it was important that tenants were fully aware of who they were and, whenever possible, information regarding individual’s care should be provided in writing, as well as given verbally.

More online information was being prepared, including an online housing options guide. A computer with internet access was available at Lambaness and computer connections were being put in place for Rae’s Close.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0
Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 4 - Good

Statement 1
We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

Service strengths
See Quality Theme 1, Statement 1.

Areas for improvement
Tenants could be involved in the recruitment procedures for new staff by meeting prospective wardens or having input into the qualities or training which they felt would be important for a warden.

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
Housing services has a Staff Development and Training Policy which sets down the minimum training required for each role, taking into account the Scottish Social Services Council (SSSC) registration requirements. Staff discussed training at one to ones and annual appraisals. Staff were also required to keep a training log.

The manager of the service was currently completing an SVQ Level 4 and the supervisor was appropriately qualified with a Housing Diploma and APEX.

The Manager, who was a Principal Housing Officer, operated an ‘open door’ policy to allow staff to raise issues as they arose rather than waiting for formal meetings.

Staff in the council buildings in Kirkwall had access to a library of relevant information covering legislation and policy, as well as magazines, articles, etc. Staff in Kirkwall also had monthly staff meetings and access to the internet.

The Senior Housing Officer (Housing Management) who line managed the wardens, meets with the wardens on site, on a weekly basis to discuss any issues which had arisen. She was also considering having regular wardens meetings.
Of the 12 respondents to the Sheltered Housing questionnaire all agreed that their views and opinions in regard to their support were listened to and respected. All felt that it was appropriate for their needs and was of good quality. One respondent felt that staff were not appropriately trained and that they did not respect their privacy, but all the other responses were positive.

**Areas for improvement**

The housing service was aware that all sheltered housing wardens will be have to be trained to SVQ Level 2, in order to meet with SSSC registration requirements and a training programme was in place to meet this requirement.

Wardens should be responsible for maintaining accurate and up to date records within the housing complexes.

Wardens must be aware of their duty to review their practice in the light of the standards set out in the Code of Practice for Social Service Workers. This includes upholding public trust and confidence in social services and using responsibly the power that comes from their work with service users and carers.

To ensure that all staff working in sheltered housing developments have access to relevant training material, supervision and staff meetings to ensure that they are operating to best practice guidelines.

Communication training was being organised to ensure they can meet the needs of a broad range of service users and this will include the use of talking mats.

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 0
Quality Theme 4: Quality of Management and Leadership - NOT ASSESSED
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 SCSWIS re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).
5 Summary of grades

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<thead>
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<th>Quality of Care and Support - 4 - Good</th>
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<tbody>
<tr>
<td>Statement 1</td>
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<td>Statement 4</td>
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<tr>
<th>Quality of Staffing - 4 - Good</th>
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<tbody>
<tr>
<td>Statement 1</td>
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<td>Statement 3</td>
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| Quality of Management and Leadership - Not Assessed |

6 Inspection and grading history

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<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
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<tbody>
<tr>
<td>8 Dec 2010</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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<tr>
<td></td>
<td></td>
<td>Management and Leadership 4 - Good</td>
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<tr>
<td>18 Mar 2010</td>
<td>Announced</td>
<td>Care and support 3 - Adequate</td>
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<td></td>
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<td>Staffing 3 - Adequate</td>
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<tr>
<td></td>
<td></td>
<td>Management and Leadership 2 - Weak</td>
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<tr>
<td>20 Mar 2009</td>
<td>Announced (short notice)</td>
<td>Care and support 4 - Good</td>
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<td></td>
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<td>Staffing 3 - Adequate</td>
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<tr>
<td></td>
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<td>Management and Leadership 3 - Adequate</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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