

Castlehill Housing Support Services Housing Support Service

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Telephone: 01224 625822

Type of inspection: Announced (short notice)
Inspection completed on: 21 August 2017

Service provided by:
Castlehill Housing Association Ltd

Service provider number:
SP2004006411

Care service number:
CS2004070937

About the service

Castlehill housing support services provided support to tenants in a variety of sheltered housing complexes throughout the North East of Scotland. An outreach service, the key project, was provided for people who were living in their own homes and who need support to maintain their tenancy.

What people told us

People spoken with spoke positively about their contacts with Castlehill. Comments included:

- "The quality here is first class".
- "We are very lucky, the wardens do a great job and we always have something to do".
- "I just like living here, it can't be improved on at all".
- "We have a great social life here".
- "I get wonderful support and they always ask how I am doing".
- "Sometimes there is too much to do, but that isn't a complaint".
- "The staff here are first class, couldn't get better".
- "I'm happy here I have plenty to do and great company"

Self assessment

No self assessment was requested from this 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

The service provides a Housing support service across the North East of Scotland. This is provided both in sheltered housing complexes and in amenity housing.

Each service user had a housing support plan in place. In discussions with service users they advised that they had been involved in their plans. In discussions with staff they were clear as to their role in putting the plan together. Staff demonstrated an awareness of their role in compiling the plan and of referring on if additional needs were identified.

Dependent on the service users, each complex had a range of activities available. In one complex a group of service users had recently been on a short holiday and had a number of other activities planned. While the service users would take a lead role the warden's support and enthusiasm was important.

Plans in place would record the interests of service users and any hobbies they may wish to pursue. Most of the service users were independent, however, the wardens would still ensure that those who wished got a daily call

or visit. It was also noted that the wardens would record when they had seen service users that may not have wanted this daily contact.

During the course of the inspection it was observed that staff may be supporting people with complex issues. There was evidence of staff working with GPs and community nurses to support people living in the complexes. There was also evidence of staff being proactive in seeking support for service users when they had identified a potential problem.

The service also has a key project which aims to assist tenants to maintain their tenancy. This service would support service users in a range of issues including maintaining their tenancy and accessing benefits. This service would be available at important times such as when a tenant initially moved in and may require more support at this time. This service provides a valuable service to those who may have long-term problems maintaining their tenancy. It can provide some stability in housing which may improve outcomes in other areas of their lives.

There continues to be a low turnover of staff. In discussions with staff they spoke positively about their role. Staff spoken with felt they were supported within the service and that they had been offered training that met their needs and the needs of service users.

In discussions with service users it was clear that they valued the support of the staff at the complexes. Staff were observed to be knowledgeable and motivated to provide a housing support service and also to go further in supporting and assisting service users in the activities they may wish to get involved in.

What the service could do better

Although staff spoke positively about the training opportunities some members of staff had identified additional needs. This was due to the complex nature of some of the service users they supported. This detail was fed back to management who were positive about meeting this.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

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	
19 Aug 2015	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 4 - Good
28 Aug 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 4 - Good
21 Sep 2011	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 4 - Good Not assessed
8 Mar 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 4 - Good Not assessed

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