

River Clyde Homes Sheltered Housing Service Housing Support Service

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Service provided by:
River Clyde Homes

Service provider number:
SP2007009253

Care service number:
CS2007159146

About the service

This service registered with the Care Inspectorate on 1 April 2011.

River Clyde Homes Sheltered Housing Service provides a housing support service in eight residential complexes across the Inverclyde area to enable tenants to remain in their own homes and in the local community.

River Clyde Homes owns and manages the eight complexes providing a 24 hour customer experience team and warden cover. The on-site warden cover is provided in each complex from Monday to Friday with flexible hours to support evening events and activities. Outwith these times, tenants have access to a community alarm system. In order to help people maintain their tenancy, support can be offered in relation to:

- communication
- maintaining independence, physical activity and social contacts
- accessing benefits, form filling and referrals to other agencies that can provide information, assistance and advice
- household safety and security
- managing repairs and other household issues
- working with other care providers and healthcare services.

The service is mainly used by older people and the stated aim of the service is to offer a high quality, comprehensive service by working in partnership with a range of support and care providers.

What people told us

Two inspectors and two inspection volunteers visited seven out of the eight complexes and spoke to 64 tenants both in groups and on an individual basis. We also spoke to three relatives and received 58 care standards questionnaires from tenants.

People spoke very highly of staff and praised them for their commitment, dedication and kindness. Many positive comments were made about the excellent support provided and people told us they felt safe, respected and included. People also spoke about the value of belonging to a community whilst being encouraged and supported to maintain their independence. When asked in the questionnaires whether they were happy with the quality of the service, all respondents either strongly agreed or agreed that they were.

Comments included:

"Delighted mum has moved here - she feels safe, secure and happy. I'm happy that the staff are interested in helping her."

"The warden is excellent and if I need any support the wardens always help."

"I am very satisfied with all the care I get. The warden does a great job."

"The warden and the domestic provide an excellent service."

"I think the staff here are wonderful - very helpful."

"All carers and wardens provide first class support and the service is very dependable."

"My mother's warden is very professional and caring. We have no concerns with the service provided."

"Mum is very well supported by the warden in our absence. Mum is encouraged to socialise at every opportunity. Faults are reported quickly and efficiently and mum is kept well informed at all times. As mum's mobility has deteriorated she is still encouraged and supported to do as much as she can."

The main area of concern was about the maintenance of the garden areas following recent changes and the provider was acting to resolve this issue.

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own improvement plan and quality assurance paperwork. These demonstrated how they were monitoring the quality of the provision within the service and the priorities for development.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of staffing	not assessed
Quality of management and leadership	6 - Excellent

What the service does well

The tenants we spoke to expressed high levels of satisfaction with the service and told us about the positive benefits they had experienced since coming to live in one of River Clyde Homes sheltered housing complexes. We found many excellent examples of individual tenants having been supported to lead independent, fulfilling lives within an environment where staff promoted inclusion and a welcome sense of community. People told us how they appreciated the wardens encouragement to develop relationships and the companionship this had offered.

Tenants told us that staff would often 'go the extra mile' for them and it was pleasing to see that the manager had actively promoted this. During the inspection, we found many individual cases where staff had helped to improve the quality of tenants' lives in purposeful ways. We saw how staff had used their extensive knowledge of local resources and well established links with a range of organisations to enable tenants to maintain control over their daily lives and achieve their goals. Examples included tenants becoming more confident in independently using transport to access the community, learning new skills such as using technology which had helped someone to re-connect with their extended family and achieving a sense of purpose by securing opportunities to volunteer having expressed a desire to be more active. Tenants told us:

"Living here has given us a new lease of life."

"I would like to say that the staff are fantastic. They have been very helpful in helping me to settle in."

"I have lived in sheltered housing and I feel safer and more included here. The warden visits every morning and this gives us a sense of security. This is a great place to live."

We saw the strong values and focus on peoples' human rights demonstrated through the support staff had given individual tenants to tackle inequality and stigma and to deal positively with changed life and health circumstances, for example, enabling tenants to attend events on disability, end of life care and mental health. We saw how this had improved peoples knowledge and confidence, in one instance prompting an individual to join the tenants forum as they felt more able to become involved.

We found that staff knew individual tenants well and people told us that staff treated them with consideration and respect. Staff had established positive relationships with tenants and their families who had been encouraged and enabled to be involved in the ongoing development and improvement of the service. We saw that this had been done in the spirit of genuine partnership using a range of innovative and meaningful ways where people had been listened to and their contribution valued.

Staff were skilled, experienced and highly motivated. Training and development had been given a high priority which meant that tenants and their families could be confident that staff were competent and responsive. Although staff were not yet required to register with the Scottish Social Services Council (SSSC), we were impressed to see that the service had been commended by the SSSC for completing the most 'Open Badges' which are digital certificates recognising learning and achievement. The manager also advised that she had discussed the development of tailored 'Open Badges' focussing on the values of the service with the SSSC which was an innovative idea and another example of the service being well led.

Tenants told us they trusted staff and could rely on them, consistently describing them as 'excellent', 'caring' and 'dependable'. We observed staff interacting with tenants using genuine warmth, respect and good humour and received the following comments:

"(Staff) is super with her work and all the residents know that she will help whenever they need her. She treats all the residents as friends and she also goes above the call of duty all the time. (Staff) is an employee that you would be proud to have."

"I am very happy with the service I receive. 10/10 for the warden - she is always there when needed and treats all her tenants with respect."

"I believe the wardens here are excellent. (Staff) goes beyond her duties to help all residents."

The provider demonstrated a forward thinking approach and the manager had provided motivational, supportive and skilful leadership. This had inspired and informed an excellent quality of service focussed on person centred values and a strong commitment to evidence based best practice which had been actively sought out and used to influence the operation of the service. Tenants had benefitted from this culture of continuous improvement as a result of good practice initiatives such as 'Care About Physical Activity' and the 'Promoting Excellence' framework for dementia care.

We found that there had been a strong commitment to the support of individuals living with dementia, including staff development and environmental improvements. The manager had trained as a dementia ambassador and facilitated the Stirling University 'Best Practice in Dementia Care' learning programme for housing staff. The comprehensive dementia training in progress had already achieved positive outcomes and experiences for individual tenants as a result of the knowledge staff had gained. We found significant examples where staff had been able to source the right support for individual tenants having identified issues at an early stage as a direct result of their learning. This helped the tenants concerned to stay as well as they could, experiencing less symptoms and able to remain in their own home with an improved quality of life.

What the service could do better

We made a recommendation at the last inspection about improving the recruitment process. Although we found that action had been taken to review this and saw that improvements had been made, we did identify aspects of the process that should be changed to further support good practice. This included more orderly filing, having a clear policy on internal versus external appointments and the manager having an overview of the complete process and associated records. We continued this recommendation – see recommendation 1.

Although a recommendation about improving the quality of tenants' personal plans had been met, we found that the quality of information could be more consistent with personal outcomes more clearly represented to fully reflect the excellent care and support being provided. The format of these records was under review and we directed the manager to examples of good practice guidance on person centred recording that could be used to further develop staff skills.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. Recruitment procedures should be reviewed and improved to provide a clear, consistent and complete overview of the recruitment and selection process.

National Care Standards – Housing Support Services, Standard 3: 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	
19 Jun 2015	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 5 - Very good 5 - Very good
15 Jul 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 4 - Good 4 - Good
8 Jun 2012	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 4 - Good 4 - Good
20 May 2011	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate Not assessed 3 - Adequate 3 - Adequate
21 Oct 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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