

Housing Support Shetland Housing Support Service

Shetland Islands Council
Housing Service
Lerwick
6 North Ness Business Park
Shetland
ZE1 0LZ

Telephone: 01595 744360

Type of inspection:

Announced (short notice)

Completed on:

11 September 2019

Service provided by:

Shetland Islands Council

Service provider number:

SP2003002063

Service no:

CS2004081799

About the service

Shetland Islands Council offer an established housing support service which supports people across Shetland. This offers a housing support and outreach service to people needing support.

The service is managed from office premises in Lerwick. There is a clear staffing structure comprising of a team leader who manages the service, co-ordinators and community housing support workers who work in different localities supporting people across Shetland and Islands.

This service has been registered since 2005.

What people told us

We received 28 returned care standard questionnaires from people who used the service. People expressed a high level of satisfaction with the service. Twenty four people strongly agreed that they were overall happy with the quality of support they received (four agreed).

We also spoke with seven people during the inspection process. People told us that they valued and relied on the service.

Comments included:

"Very very nice".

"Totally great, I don't know what I'd do without them".

"No issues, very happy".

"Will help with any issues whatsoever, I like my iPad but struggle with it. My worker helps with this thank goodness".

"Staff have developed their skills to help my mum. Staff will inform us (family) if there are any issues or if mum needs something".

"The service I get I am happy with".

Self assessment

We did not request a self assessment from the 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

We evaluated this service as very good in relation to supporting people and the quality of staffing. Performance at this level demonstrates major strengths in supporting positive outcomes for people. There are very few areas for improvement.

People should be treated with dignity and respect. Customers that we spoke with told us that they got on very well with their staff team. They told us how staff kept in touch with them and took time to get to know them well and how best to support them. People looked forward to their support sessions.

One comment included:

- "I really appreciate and look forward to my worker visiting me each week. I sometimes worry about things but know I can speak to her and she helps me cope".

We heard that customers were supported in a variety of aspects including securing and managing tenancies, setting up household amenities, budgeting and making links to other specialist support agencies. People commented that this support and guidance was valuable and they appreciated the reassurance offered by staff.

People should be involved in assessing their needs and agreeing the support they receive. These needs should be set out in a support plan that they agree.

The support plans in place were based on the Better Futures Housing Support Outcomes Framework. These were used to help people assess areas where they needed support. This helped them to focus on priority areas. Regular reviews (at least six monthly) were held. This was in order to re-evaluate how people were progressing and checked that they were satisfied with the service they received. It was clear that the customer was fully involved in evaluating their support.

There continued to be good evidence of different agencies working together to support people. This sometimes caused confusion due to different workers supporting people, however, we were satisfied that all possible steps were being taken to help customers understand who would support them in different ways.

The service worked with people only for as long as they needed support, and recognised the importance of encouraging people to be as independent as possible.

It is important that people have trusting relationships with the person supporting them and do this in their preferred way.

Customers were very positive about their staff team.

Comments included:

"I look forward to my weekly visits. It's a regular person".

"The staff are just wonderful. Always asking how they can help me".

"If they are going to be off, they will get someone to call me to check I'm ok".

"No concerns whatsoever".

Staff continued to receive a range of learning opportunities appropriate to their role. Staff confirmed that they felt appropriately trained and that they could request additional training if needed. They felt well supported by the management team.

In order to support staff to carry out their work well they received regular supervision and team meetings. This enabled them to review their working practices and be confident in their role.

What the service could do better

We found no areas where significant adjustment was needed. The service continued to build and develop the service and had a development plan in place to assist with this. This was reviewed on a regular basis.

We asked the management team to review that customers had information on how to keep in contact with them to discuss their service provision as some said they weren't sure who to speak to if they had any concerns. We were satisfied that this information was provided to them at commencement of their service but may benefit from being re-issued periodically.

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.

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

There are no outstanding recommendations.

Inspection and grading history

Date	Type	Gradings
26 May 2016	Announced (short notice)	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed Not assessed 5 - Very good
26 Jan 2015	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed 5 - Very good 5 - Very good
15 Aug 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed 5 - Very good 5 - Very good
3 Nov 2010	Announced (short notice)	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed Not assessed Not assessed
30 Sep 2008	Announced	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed 4 - Good 4 - Good

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

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