

## Ark Fife East Housing Support Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
15 December 2021

**Service provided by:**  
Ark Housing Association Ltd

**Service provider number:**  
SP2003002578

**Service no:**  
CS2004073957

## About the service

Ark Housing Association currently contracts with Fife Council to provide a combined service of Housing Support and Care at Home.

The service is available to adults with a learning disability living in their own homes. The association's mission statement is "to promote the rights and aspirations of people with learning disabilities and others, by providing socially inclusive and flexible opportunities for housing, support, and other services".

This service was previously registered as Ark Fife Housing Support Service. Following a restructure of the service, the service was renamed as Ark Fife East with office bases in St. Andrews and Glenrothes. The service provides support to people living in East Fife, mainly in the St. Andrews and Glenrothes area.

This service has been registered since 20 July 2004.

We carried out a follow up inspection of Ark Fife East using virtual technology. We used the Health and Social Care Standards (HSCS) to review the quality of care for people, these can be accessed here <https://www.gov.scot/publications/health-social-care-standards-support-life>.

## What people told us

This follow up inspection was completed using virtual technology. During the inspection we were able to see and hear that people appeared happy and were looking forward to Christmas.

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

### Requirements

#### Requirement 1

In order to mitigate the risk of people experiencing care not being appropriately protected because there was inadequate cleaning of communal areas and shared equipment, the provider must by 11 October 2021:

- ensure regular audits of the communal areas, equipment used by people and cleaning records ensure good standards of cleanliness in the service and of the equipment used by people are sustained.

This is to comply with Regulation 4. (1) (a) make proper provision for the health, welfare and safety of service users. Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

**This requirement was made on 8 September 2021.**

#### Action taken on previous requirement

The manager had taken prompt and robust action to address this requirement following our inspection in September.

A deep clean of communal areas had been completed and new cleaning checklists introduced to ensure a good standard of cleanliness was maintained.

An audit of the environment had identified some repairs and refurbishments that were required and although not all had been completed, we saw evidence of job orders had been submitted.

Personal Protective Equipment (PPE) was well organised and available at convenient points for staff.

PPE was disposed of appropriately and safely.

**Met - within timescales**

## What the service has done to meet any areas for improvement we made at or since the last inspection

### Areas for improvement

#### Previous area for improvement 1

The manager should ensure that there is a robust system in place to monitor staff practice and training, that records are kept of these and used to evidence how any issues or concerns are addressed and any support required is given.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS), which state that: 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice, and follow their professional and organisational codes.' (HSCS 3.14).

**This area for improvement was made on 8 September 2021.**

#### Action taken since then

The manager had developed a record of staff observation which will be implemented across the service. This would help to capture support provided to staff and identify any training needs.

We saw that there was also a spreadsheet that provided information about observations of practice that had already taken place. This included practice around infection prevention and control, handwashing and personal protective equipment. It was also good to see that all areas of staff practice were considered - for example communication and direct support with people.

### Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

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