

Wheatley Care Tenancy Support Service Housing Support Service

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Service provided by:
Wheatley Care

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SP2006008236

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CS2019378486

About the service

Wheatley Care Tenancy Support Service is registered to provide a service to tenants over 16 years living in their own homes. The provider is Wheatley Care.

The aim of the service is to address the challenges people face by creating a programme of support which reflects their past experiences.

Support is provided to individuals by health and wellbeing coordinators and assistants by three teams in Glasgow and one team in Edinburgh. There were 259 people receiving support during this inspection.

We carried out an inspection of Wheatley Care Tenancy Support Service using virtual technology. We used the Health and Social Care Standards 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

We spoke to 11 people experiencing care at the time of the inspection using virtual technology. We also took the views of 17 people experiencing care using an online questionnaire.

Comments about the service and staff were very positive. Examples included:

"The service put me in touch with an advocacy service and supported me to deal with my rent arrears and my fuel bills, I ended up getting money to top up my meter. I was pleased with what they had done for me."

"They helped get me a referral for an OT assessment as I needed adaptations. They put me in touch with a benefits officer as thought I was entitled to other benefits. They put me in touch with a caravan project for a day out with my relative. Spoke to housing officer about a B&Q voucher. Fantastic what they have done for me and my family."

"Everything I needed was completed within three weeks, they got me a B&Q voucher for decorating my home and sorted out my debts. Got me food from the food bank and gave me the number to phone for food delivery which was free. The fault in the shower has now been fixed thanks to them. They got me an application form for PIP which I didn't know I was entitled to and put me in touch with a benefits officer to complete this. What they did for me was incredible in a short space of time."

"They supported me to get fuel vouchers, provided a bike for me to get to voluntary work, they also made an application to the welfare fund for a cooker and washing machine. Can't thank them enough and appreciate the phone calls too."

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	5 - Very Good
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How good is our care and support during the COVID-19 pandemic?	5 - Very Good
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Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

5 - Very Good

Our focus at this inspection was to establish if people's health and wellbeing was being supported in line with their assessed need. We found the performance of the service in respect of this area to be very good.

Staff were highly skilled at developing meaningful and positive relationships with people experiencing care. People told us that they felt supported by staff and comfortable spending time with them. One person told us, "Without the staff, I don't know how I would have managed."

At the end of a person's support, the service would ask people to complete a satisfaction questionnaire. We reviewed the information from these and found that 98% of people had a positive experience and achieved many positive outcomes. Examples of these included: Support with their housing needs, health and wellbeing, and how to manage their finances.

During the pandemic the service undertook a new idea for the purpose of an extra layer of support to those people identified as vulnerable. This was an initiative called "Don't be Alone, Give us a Phone". People that we spoke with told us that this helped them to stay in touch if they were feeling down.

People also told us that the level of support during the pandemic was very good, if they could not leave the house. One person told us that staff regularly picked up their medication and had it delivered to them, this ensured that their health and wellbeing was being maintained.

Personal plans were developed using a "Tenancy Star". This supported people to decide what outcomes they wanted to achieve and in turn gave clear direction about how to deliver people's care and support, and how their needs should be met. We looked at some personal plans to help us understand how staff supported people to achieve positive outcomes related to their tenancy, debt management and accessing other professional services.

We reviewed the service's missing person protocol and found that staff would regularly invoke this if they were concerned for someone's safety. This meant that people were kept safe.

How good is our care and support during the COVID-19 pandemic?

5 - Very Good

7:2 Infection control practices support a safe environment for both people experiencing care and staff.

We reviewed how infection control practices supported a safe environment for both staff and people experiencing care and concluded that the service was performing at a very good level.

At the time of the inspection, there was one staff member self-isolating due to testing positive for Covid-19.

Personal protective equipment (PPE) was available for all staff at their local office. This included alcohol-based hand rub. Staff were able to tell us how they used PPE and disposed of it appropriately. Office staff told us that the cleaning schedule for their own space had been increased to three times per week, this also included frequently touched areas.

Staff told us about the training they had received to equip them to do their jobs. This ensured that people were kept safe.

Staff and people who experienced care told us that PPE was disposed of appropriately. However, we asked the service to reiterate to staff appropriate disposal of PPE in line with current Health Protection Scotland Covid-19 guidance and their own Covid-19 risk assessment, which stated that PPE should be double bagged before disposal. This would ensure that the risk of cross infection had been minimised.

People experiencing care could feel confident that the service was reducing the risks of infection whilst they were being supported in their own homes.

7:3 Staffing arrangements are responsive to the changing needs of people experiencing care.

We reviewed how staffing levels were responsive to the changing needs of people experiencing care and concluded that the service was performing at a very good level.

The service used a tenancy star tool which advised what it was a person wanted to achieve, and how much support a person required. One person experiencing care told us, "If I need two staff to support me, that's what I get." This meant that people received the right amount of care at the right time.

Staff told us about the Infection prevention and control training they received and how this supported them to practice safely. This meant that people experiencing care were kept safe.

We were told by staff that they always observed good practice in respect of putting on and taking off PPE. People experiencing care told us that they were confident that staff were keeping them safe during the pandemic.

People should be supported by an organisation and service that are well led and managed. People experiencing care and staff told us that the management team were approachable and very supportive. Some people also told us that if their needs changed, the staff and the service were very quick to adapt to those changes.

Staff told us how they safely practiced hand hygiene at appropriate intervals and supported people to do this too, which was in line with current Covid-19 Public Health guidance. However, infection prevention and control policies had not been reviewed since pre Covid-19 and need to reflect the current Health Protection Scotland and Public Health guidance. The provider told us that this was currently being done.

People who used the service were supported to access other agencies and professionals to have their needs met. Examples of these included: social housing landlords, welfare rights advisors, Citizen's Advice, Scottish Welfare Fund, and Glasgow Care Foundation. This ensured that people received the right level of support, and that their changing needs were effectively managed.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.1 People experience compassion, dignity and respect	5 - Very Good
1.2 People get the most out of life	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good

How good is our care and support during the COVID-19 pandemic?	5 - Very Good
7.2 Infection prevention and control practices are safe for people experiencing care and staff	5 - Very Good
7.3 Leadership and staffing arrangements are responsive to the changing needs of people experiencing care	5 - Very Good

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