

# Hanover Housing Support Service - Care (East) Housing Support Service

Woodburn Court  
Woodburn Grove  
Hamilton  
ML3 6AN

Telephone: 01315 570 598

**Type of inspection:**  
Announced (short notice)

**Completed on:**  
8 March 2022

**Service provided by:**  
Hanover (Scotland) Housing  
Association Ltd

**Service provider number:**  
SP2003001576

**Service no:**  
CS2016352774

## About the service

Hanover Housing Support Services - Care (East) was registered with the Care Inspectorate in July 2017. Hanover (Scotland) Housing Association Limited is the national housing association with its headquarters in Edinburgh. Hanover is a registered Scottish charity and is also registered with the Scottish Housing Regulator as a social landlord.

Those in receipt of Housing Support from Hanover are usually over the age of 60 and have housing support needs. There is an application process for those who wish to be considered for rented accommodation and housing support services. Hanover have an allocations policy which works in collaboration with other social landlords. The service covers five services in South Lanarkshire and one in West Lothian.

The service aims include "We will help our customers to live the lives they want by providing them with modern and safe accommodation and supporting services. We will promote their wellbeing, enabling them to live as healthy, independent, and secure a life as possible and to encourage their participation and involvement as they choose in their communities."

## What people told us

Due to Covid-19 restrictions we were unable to meet people in their homes to gather their views. As an alternative we undertook telephone interviews.

People we spoke to stated that and they could not fault the service. They were very positive about the staff and level of support they received. They stated that the services they received was in line with the written information people were provided with prior to moving in.

Tenants spoken with state that the service allowed them to remain as independent as possible and for many easy access in to their own communities and community resources.

People spoke highly of the meals provided within communal dining areas and the fact that this and access to communal lounge space allowed them to meet up socially with others on a regular basis if they so choose.

## 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
How good is our care and support during the COVID-19 pandemic?	5 - Very Good

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**

Based on the evidence presented during this inspection, including the views of those living in the services, we evaluated the service to be very good in how well people were supported.

We saw that people living in the services were continually consulted both at a local and national level with their views being considered to lead to improvements in provision.

The people we spoke to told us they felt welcomed and respected by staff teams and did not feel discriminated against. People told us that they had good relationships with staff and that they trusted them. This meant that people were experiencing a care service where they felt respected and well supported.

Those living in the services told us that they enjoyed living there. Many stated that they had the best of both worlds having their own home as well as opportunities to meet up regularly with other tenants on a social basis.

Based on our discussions with tenants, staff and reading minutes we concluded that there are very good opportunities offered to meet the social and recreational needs and preferences of tenants. It was positive to hear that where possible tenants took a lead on organising activities and entertainment, but that support was available from staff and volunteers where needed.

We saw that staff were knowledgeable and experienced and could describe very good outcomes for people who use the service. The services overall had strong links with the local communities which enhanced the quality of life of the people who use the services.

When we sampled personal plans and written information, we found that staff had taken time to get to know people and understand what mattered to them. We could see that people were listened to and supported to make progress and this led to improvements in their health and wellbeing. Detailed reviews were carried out six monthly and these clearly captured individual tenant's views on key aspects of the service. Where any actions were identified these were appropriately addressed.

We found that staff had been proactive in supporting tenants to access external agencies and services when they noted any change in medical condition or abilities of individual tenants.

**How good is our care and support during the COVID-19 pandemic?****5 - Very Good**

Our evaluation of this key question was very good as we were satisfied people were protected from the risk of Covid-19. The service had taken steps to minimise the risk of infection from the start of the pandemic.

The service carried out risk assessments for people it supported, including the use of communal space, and adapted care provision in line with this. People were kept well informed of risks of Covid-19 transmission and how to minimise them.

Staff told us that they had received very good and comprehensive information and guidance on Covid-19. They had also received training in relation to infection prevention and control, Covid-19 awareness, and the effective use of Personal Protective Equipment (PPE). This reassured us that people were safe when engaging with the service.

Routine weekly staff testing for COVID-19 took place in line with guidance. Staff were aware of the arrangements to put in place should anyone in the service test positive for COVID-19. This followed best practice and assisted with the continued protection of people and staff from harm.

We found that the management team were responsive and led their staff team well throughout the pandemic. Staff told us they worked in a very good team with good leadership and were complimentary about the management approach. They discussed a shared commitment with the management team to keeping people safe. Overall, we could see that the management team had led staff and people using the service effectively throughout Covid-19 pandemic, and this had kept people safe.

## 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).

## 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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Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

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