

East Lothian Council - Sheltered Housing Housing Support Service

The Musselburgh Housing Office East Lothian Council
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Unannounced

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Service provided by:
East Lothian Council

Service provider number:
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CS2004062561

About the service

Sheltered Housing is purpose designed accommodation for people over the age of 60 who require minimal support from a sheltered housing officer (SHO) or support worker to maintain their independence in their home. Tenants in sheltered housing can summon assistance at any time via a pull cord or remote pendant alarm system.

East Lothian Council Sheltered Housing Service is provided by the local authority, managing and providing services to 132 residents within four housing complexes throughout East Lothian.

These are located at:

Brunton Court and Mansfield Court Musselburgh, Well Wynd Tranent and Osbourne / Winton Court in Cockenzie.

An SHO is employed in each complex to manage the service locally and to provide support to tenants

About the inspection

This requirement was made following a visit to the service in relation to a complaint investigation which took place on 19 July 2023. The provider submitted an action plan which detailed how the requirement would be met to ensure positive outcomes for people experiencing care.

Key messages

- a) ensure all staff have received training, appropriate to their role, to enable them to manage emergency situations competently and safely.
- b) ensure details of accidents and incidents, and the rationale for decisions made, are accurately recorded at the time of the event.
- c) ensure other agencies are notified in accordance with local and national reporting requirements.
- d) ensure that where a person is assessed as being 'at risk', proper systems have been put in place and implemented to address this. This should contain sufficient detail of the actions to be taken to address identified needs and risks and be fully implemented, monitored and evaluated on a regular basis or as needs change.
- e) ensure that accidents and incidents are fully investigated to identify possible root causes, contributing factors and the actions needed to safeguard people

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

Requirements

Requirement 1

By October 01 2023, the provider must demonstrate proper provision for the safety and welfare of services users is made. In order to achieve this the provider must, at a minimum, ensure:

- a) ensure all staff have received training, appropriate to their role, to enable them to manage emergency situations competently and safely.
- b) ensure details of accidents and incidents, and the rationale for decisions made, are accurately recorded at the time of the event.
- c) ensure other agencies are notified in accordance with local and national reporting requirements.
- d) ensure that where a person is assessed as being 'at risk', proper systems have been put in place and implemented to address this. This should contain sufficient detail of the actions to be taken to address identified needs and risks and be fully implemented, monitored and evaluated on a regular basis or as needs change.
- e) ensure that accidents and incidents are fully investigated to identify possible root causes, contributing factors and the actions needed to safeguard people.

This requirement was made on 19 July 2023.

Action taken on previous requirement

This requirement was made following a visit to the service in relation to a complaint investigation which took place on 19 July 2023. The provider submitted an action plan to detail how the requirement would be met to ensure positive outcomes for people experiencing care.

Staff across the unit had received training in documenting risk and managing emergency situations competently and safely. There was evidence care and support plans, were monitored and evaluated

regularly. There was evidence that risk assessments had been completed, detailing as to actions required to support people to manage identified risks to ensure people's health and wellbeing and safeguard people

There was evidence that staff had attended training in relation to care and support planning, duty of candour, decision making and effective recording of risk management. Staff we spoke with were positive about this training and described good practice in relation to effective recording.

Staff confidently described how they would support people in an emergency situation and follow up actions they would take. Staff told us of improved procedures to communicate risk to external agencies in accordance with local and national reporting guidance.

Staff confidently told us improved recording systems to investigate accidents and incidents which is reviewed and investigated fully by management.

Met - within timescales

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

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