

REPORT TO SOCIAL WORK AND HOUSING COMMITTEE – 1 SEPTEMBER 2016

CARE INSPECTORATE REPORTS – HOUSING SUPPORT

1 Recommendations

The committee is recommended to:

1.1 Note and comment on this report, which highlights the outcome of recent Inspection reports of Housing Support services

2 Background/Discussion

2.1 The Care Inspectorate (CI) regulates and inspects care services in Scotland to make sure that they meet the right standards. They also jointly inspect with other regulators to check how well different organisations in local areas work to support adults and children. Recent inspections relative to Aberdeenshire's Housing Service relate to Housing Support:

- Housing Support Outreach Service (July 2016) – see Appendix 1
- King Street, Peterhead, Supported Accommodation Service (March 2016) – see Appendix 2
- Housing Support Service (Sheltered Housing) (March 2015) – see Appendix 3 (sheltered housing transferred to Housing from Social Work in April 2015)
- The appendices highlight key issues only from the Inspections. If members wish to see the three full reports, this can be provided separately.

2.2 Services regulated by the CI (formerly the Care Commission) involve an annual self-assessment followed up by announced and unannounced inspections. The inspection regime can be quite rigorous and includes detailed evaluation of services, practices, staffing and management and, more importantly, engagement with service users. Following inspection, grades are applied ranging from 1 (poor) to 6 (excellent). CI can also make “recommendations” and “requirements.” The inspection outcomes are publicly available on the CI website. For Housing Support, the CI uses the “National Care Standard – Housing Support” to regulate Housing Support Services

2.3 Housing Support Outreach and King Street Supported Accommodation is managed day to day by the Options & Homelessness team, whereas Housing Support for sheltered housing sits within Tenancy Services. The grades applied by the CI (Very Good/Good across all three Housing Support elements) reflect the current high level of services provided by staff across our Housing Support teams

- 2.4** The Head of Finance and Monitoring Officer within Business Services have been consulted in the preparation of this report and any comments have been incorporated

3 Equalities, Staffing and Financial Implications

- 3.1** There are no staffing or financial implications arising from this report. An equality impact assessment is not required because the report is for information and do not have a differential impact on any of the protected characteristics.

Stephen Archer
Director of Infrastructure Services

Report prepared by:
Brian Watson, Acting Head of Housing
August 2016

Housing Support Outreach Service (July 2016)

Category	Grade Given	Assessed As
Quality of Care & Support	5	Very Good
Quality of Staffing	Not Assessed	N/A
Quality of Management & Leadership	5	Very Good

What Service Does Well
1. Performing well to a very good standard in all areas covered by inspection.
2. People (Service users) spoke positively about the support they received in managing tenancies/other support needs and the quality of support provided by staff
3. Service users had outcome focussed support plans, regularly reviewed
4. Support enhanced as a result of the Housing Service links with partners, eg Community Health teams and food-banks
5. Staff took on leadership roles ensuring the smooth running of the service; were confident and supportive of each other, demonstrated confidence in making decisions, were committed to their work and tried hard to ensure that service users had access to suitable support
6. Management ensured staff were well supported and offered a number of training opportunities for staff development
7. An effective QA system in place enabling the service to evaluate quality and performance based on evidence such as regular service user feedback etc
8. Clear plan of direction continually working towards service development, including clear plans for ensuring people became as independent as possible. Various areas for improvement were already identified by the service using Service Development Officers

What the Service Could do Better
1. Directed by CI towards " <i>The Keys to Life</i> " which is Scotland's learning disability strategy. It takes a human rights approach and has recommendations, about improving care for people with learning disabilities. The service was going to review this document in line with the work they carry out with people, who may have learning disabilities and consider ways that it may help them improve further

Number of Requirements
None
Number of Recommendations
None
Complaints Upheld since last Inspection
None

Inspection & Grading History

February 2014
Care & Support (5)
Environment (N/A)
Staffing (5)
Management & Leadership (4)

King Street Supported Accommodation Unit Housing Support Service (March 2016)

Category	Grade Given	Assessed As
Quality of Care & Support	5	Very Good
Quality of Staffing	4	Good
Quality of Management & Leadership	4	Good

What Service Does Well
1. Based on interviews with 4/6 service users on a 121 basis and their completed CI questionnaires, and on the statement that <i>“We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service”</i> the CI concluded that the service performed to a very good standard
2. Service users had very good opportunities to participate in assessing and improving quality of service using the participation strategy in place. A consultative way of working was embedded in the way service delivered
3. Based on the statement that <i>“We enable service users to make individual choices and ensure that every service user can be supported to achieve their potential”</i> the CI concluded that the service performed to a very good standard
4. Individual support plans in place and the welcome pack included useful information on a range of issues
5. Service users had own en-suite rooms and on site security and H&S in place ensured service users lived in a safe environment
6. Quality of accommodation and high standards of cleanliness & maintenance
7. Service users given practical assistance to establish safe, stable & independent lifestyles within the community
8. Nutritional advice on low cost healthy meals
9. Exit surveys completed by Service users on leaving young person’s unit were acted upon

Areas for Improvement
1. Service should continue high standards in relation to Statement 1 above
2. Service agreed to explore need for Naloxone (opiate blocker and when delivered in the event of an overdose can save lives). System to be introduced to flag when risk assessments due for renewal

Number of Requirements
None
Number of Recommendations
None
Complaints Upheld since last Inspection
N/A

Inspection & Grading History

February 2014	February 2013	April 2009
Care & Support (5)	Care & Support (4)	Care & Support (4)
Environment (N/A)	Environment (N/A)	Environment (N/A)
Staffing (4)	Staffing (4)	Staffing (4)
Management & Leadership (4)	Management & Leadership (4)	Management & Leadership (4)

Housing Support Service (Sheltered Housing) (March 2015)

Category	Grade Given	Assessed As
Quality of Care & Support	5	Very Good
Quality of Staffing	5	Very Good
Quality of Management & Leadership	5	Very Good

What Service Does Well
1. Strong leadership within this large service with a clear plan what it wants to do. Manager & staff work hard at providing a consistent approach and giving people information about what is happening
2. Housing Support Plans are up to date and regularly reviewed
3. The Service uses different ways of consulting people including a (Sheltered Housing) Tenants Forum; tenants' meetings; newsletters and questionnaires
4. Tenants were happy with the Housing Support service and the SHO's (Sheltered Housing Officers). Some concerns expressed around "charges" and capital related works. Concerns also about the "team/mobile" approach adopted a few years back
5. A lot of tenant favourable comments about the staff as a result of CI questionnaires and interviews
6. Good links with other professional care providers
7. Good social events throughout Aberdeenshire in sheltered housing
8. Consistent approach for service delivery taken across a large service throughout Aberdeenshire
9. Inspection found a trained, professional and motivated workforce to a very good standard with proper supervision models in place. Some concerns around workload; changes and with "gaps" in senior staff due to changes at Coordinator level
10. Tenants involved in improving quality of management to a very good standard and evidence of good participation in practice
11. Good QA systems in place involving stakeholders

What the Service Could do Better
1. While this service had a very positive overall performance, some of the housing support plan reviews could have had more detail, and some supervisions had been missed
2. Whilst communication with home care staff had improved, meetings with senior home care staff to take place
3. Continuation of encouraging people to contribute to the development of the service and could keep trying to find new ways to involve people in how the service is managed

Number of Requirements
None
Number of Recommendations
None
Complaints Upheld since last Inspection
None

Inspection & Grading History

January 2014	January 2013	December 2010
Care & Support (5)	Care & Support (5)	Care & Support (5)
Environment (N/A)	Environment (N/A)	Environment (N/A)
Staffing (5)	Staffing (5)	Staffing (N/A)
Management & Leadership (5)	Management & Leadership (5)	Management & Leadership (N/A)

March 2010
Care & Support (5)
Environment (N/A)
Staffing (4)
Management & Leadership (5)