

REPORT TO: HOUSING COMMITTEE-10 FEBRUARY 2014

REPORT ON: INSPECTION OF THE HOUSING SUPPORT TEAM (INCLUDING THE MULTI STOREY - HOUSING SUPPORT TEAM) BY THE CARE INSPECTORATE

REPORT BY: DIRECTOR OF HOUSING

REPORT NO: 21-2014

## 1. PURPOSE OF REPORT

1.1. The purpose of this report is to report on findings of the Care Inspectorate inspection of the Housing Support Team (including the Multi Storey – Housing Support Team).

## 2. RECOMMENDATIONS

2.1. It is recommended that the Housing Committee:

- i. Notes the contents of this report.
- ii. Instructs the Director of Housing to monitor progress towards meeting the areas for improvement contained in this report.

## 3. FINANCIAL IMPLICATIONS

3.1. None.

## 4. MAIN TEXT

4.1. The Housing Support Team (including the Multi Storey – Housing Support Team) was inspected in October 2013 by the Care Inspectorate. They published a report on their findings and this is attached as Appendix 1.

4.2. The Care Inspectorate identified the following key strengths of the service:

- A high quality service which is effective in supporting people
- Service users were very satisfied with the service. Amongst some of the comments:
  - “They will review the goals set out for me and change them if they need to“
  - “He comes with me to my appointments“
  - “Without their help I wouldn’t have known what to do“
  - “I was in a hostel and they helped me find my council flat“
  - “They have helped me feel better about myself“
  - “The staff are always polite and helpful“
- Time, energy and resources were put into giving customers and stakeholders a say in how the service is delivered.
- The service was effective in carrying out support to vulnerable people.
- The service was very proactive in addressing changes in benefits and legislation around housing.
- The inspector was impressed with the knowledge and enthusiasm of staff as well as their effectiveness in effecting change in people’s lives.
- It is clear that the health and social wellbeing of service users is at the core of what the service does.

- The service has systems in place to support staff, to develop their skills via training and supervision.
- The manager is now registered with the Scottish Social Services Council.
- The service puts out an annual consultation survey to gather views from service users.
- A review should take place of how support plans and ongoing case recordings are stored and review whether this can be done more effectively and efficiently.

#### 4.3. Evaluations

##### 4.3.1. Requirements for improvement:

- There were no requirements for improvement.

##### 4.3.2. Recommendations for improvement:

- The following were recognised as recommendations for improvement:
  - i. The service should review how it keeps information on service users and improve the efficiency and effectiveness of this process.
  - ii. The manager of the service should receive formal supervision in order to support his professional development needs.

#### 4.4. Grading

##### 4.4.1. Care Inspectorate reports use a six-point scale for reporting performance:

6	Excellent
5	Very Good
4	Good
3	Adequate
2	Weak
1	Unsatisfactory

##### 4.4.2. The following grades were awarded:

Theme	Individual grade awarded	Overall Grading
Quality of Care and Support	Statement 1 - (5) Statement 3 - (5)	(5)–Very Good
Quality of Staffing	Statement 1 - (5) Statement 3 - (5)	(5)–Very Good
Quality of Management and Leadership	Statement 1 - (5) Statement 4 - (5)	(5)–Very Good

#### 5. POLICY IMPLICATIONS

- 5.1. This report has been screened for any implications in respect of Sustainability, Strategic Environment Assessment, Anti-Poverty, Equality Impact Assessment and Risk Management. There are no major issues.

#### 6. CONSULTATION

- 6.1. The Chief Executive, Director of Corporate Services, Head of Democratic and Legal Services and all other Chief Officers have been consulted in the preparation of this report. No concerns were expressed.

7. **BACKGROUND PAPERS**

7.1. None.

**ELAINE ZWIRLEIN**  
**DIRECTOR OF HOUSING**

**JANUARY 2014**



## Care service inspection report

# Dundee City Council - Housing Support Team (including the Multi Storey Support Project)

## Housing Support Service

West District Housing Office  
3 Sinclair Street  
Lochee  
Dundee  
DD2 2DA  
Telephone: 01382 307356

Inspected by: Timothy Taylor

Type of inspection: Announced (Short Notice)

Inspection completed on: 16 October 2013



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### Service provided by:

Dundee City Council

### Service provider number:

SP2003004034

### Care service number:

CS2004079333

### Contact details for the inspector who inspected this service:

Timothy Taylor

Telephone 01382 207200

Email enquiries@careinspectorate.com

## Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

### We gave the service these grades

Quality of Care and Support	5	Very Good
Quality of Staffing	5	Very Good
Quality of Management and Leadership	5	Very Good

### What the service does well

This service does most things well. It has a high level of service user involvement and participation. It makes a difference to people's lives often beyond their housing and tenancy needs. The service was well managed and staff were well trained, professional and positively regarded by the people they support

### What the service could do better

The service needs to be more efficient in how they administer their support plans. The service needs to give full support to the manager by giving him regular supervision.

### What the service has done since the last inspection

The service manager has now registered with the Scottish Social Services Council. The service has continued to stay abreast of developments in housing benefits such as the under occupancy charge.

### Conclusion

This is a high quality service which is effective in supporting people with their council housing tenancies. It also supports people, who are often vulnerable, in their wider needs by acting as a broker of contacts and information on other agencies that can support people.

**Who did this inspection**

Timothy Taylor

## 1 About the service we inspected

Social Care and Social Work Improvement Scotland (SCSWIS), also known as the Care Inspectorate regulates care services in Scotland. It awards grades for services based on the findings of inspections. These grades, including any that services were previously awarded by the Care Commission, are available on our website - [www.careinspectorate.com](http://www.careinspectorate.com)

Dundee City Council - Housing Support Team (including the Multi Storey Support Project) provides a housing support service to tenants of Dundee City Council.

The housing support service provides support, assistance, advice or counselling to people with a particular need to enable them to occupy their own tenancy.

The service is available to people whose tenancies are at risk of breaking down. Referrals to the service come from other sections of Dundee City Council's Housing Department, the Social Work Department and health services. Tenants can also make self referrals to the service.

The service provides an assessment of needs and offers a package of support including:

- > selling up home
- > benefits advice
- > access to furniture
- > access to training and employment
- > liaison with other support agencies to provide tenants with support
- > any other support to maintain tenancies

Based on the findings of this inspection this service has been awarded the following grades:

**Quality of Care and Support - Grade 5 - Very Good**

**Quality of Staffing - Grade 5 - Very Good**

**Quality of Management and Leadership - Grade 5 - Very Good**

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website [www.careinspectorate.com](http://www.careinspectorate.com) or by calling us on 0845 600 9527 or visiting one of our offices.

Dundee City Council - Housing Support Team (including the Multi Storey Support Project)



## 2 How we inspected this service

### The level of inspection we carried out

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

### What we did during the inspection

We wrote this report after a short term announced inspection which took place on 15 October 2013.

As requested by us, the service sent us an Annual Return. The Care Inspectorate wrote to the service to request completion of the self evaluation form which was duly completed.

Thirty questionnaires were sent to the service to distribute to customers.

In this inspection we gathered evidence from the following sources:-

- Interviews with 5 staff
- Interviews with 9 service users via the telephone (this took place 16 October 2013)
- Interviews with 1 relative
- Interviews with the manager
- Inspection of personal plans
- Inspection of records
- Inspection of policies and procedures
- Observation of staff practice.

### Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

## Inspection report continued

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### **Inspection Focus Areas (IFAs)**

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

### **Fire safety issues**

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at [www.hrelawscotland.org](http://www.hrelawscotland.org)

### **The annual return**

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

**Annual Return Received:** Yes - Electronic

### **Comments on Self Assessment**

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

The Care Inspectorate received an extensively detailed and fully completed self assessment document from the service provider. We were very impressed with the way this had been completed and with the information they had provided under each theme that we were inspecting

### **Taking the views of people using the care service into account**

Nine service users (and one relative) were interviewed during this inspection and 17 care service questionnaires have been returned to the inspectorate to date. The views expressed were, on the whole, very positive. Here are some of the comments they made:-

- They will review the goals set out for me and change them if they need to.
- I was in a hostel and they helped me find and keep my council flat.
- They got me a food parcel when I ran out of money.
- The staff are always polite and helpful.
- They helped me to apply for benefits and furniture allowances. Without their help I wouldn't have known what to do.
- He comes with me to my appointments.
- They are easy to contact on the phone and always pass on messages to my HSC.
- They are very friendly.
- They have helped me feel better about myself.

## Inspection report continued

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### **Taking carers' views into account**

One relative was interviewed in relation to a brother who was using the service. They were very positive about how much improvement there had been in her brother's life since he managed to get support for his tenancy by this service. This ranged from his self confidence, his skills with money and his outlook on life.

## 3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

### Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 5 - Very Good

#### Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

#### Service strengths

The service had a very good level of participation for service users. We were impressed with the way this service enabled people to have a say in how their needs were met by the service. Here are some examples of the strengths:-

- The service puts out an annual consultation survey to gather views from service users. Feedback is collated, by the Housing Quality Performance Unit, and any outcomes are actioned by the service.
- The service also holds service user forums 3 or 4 times a year. These are meetings where service users are invited to a meeting where the service gathers views, talks about the service and discusses impending changes in benefits and legislation. (A recent forum discussed how to deal with anti-social behaviour, how can we improve our service, and had a talk from the Care Inspectorate )
- All personal plans are formally reviewed every 3 months. Service users confirmed they were present and that their views were listened to.
- Service users are all given an information pack on the service when they first commence, and this contains how they could complain to the service or the Care Inspectorate. When interviewed, service users were aware of how to complain, though none had.
- When a person ends their contact with the service, there was an exit survey which gathered people's experiences of service delivery. This information was used to improve the service.

## Inspection report continued

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- The service provides a regular newsletter for users which gives people information on benefits, legislation, new staff and contacts for the service. This kept people in contact with the service and its staff.

We were impressed with the amount of time, energy and resources put into giving customer and stakeholders a say in how their service is delivered. There are many and varied opportunities for people to influence how the service was run.

### **Areas for improvement**

The service was developing service user involvement in recruitment. This was seen as a further positive development for the service.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

## Inspection report continued

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### Statement 3

We ensure that service users' health and wellbeing needs are met.

#### Service strengths

The service had a very good level of care provision for service users. This was reflected in high levels of satisfaction from service users. Here are some examples of the strengths:-

- The service ensures that each tenant has a support plan containing an assessment of their needs, a plan of support and any risk assessments. Each tenant has an annual review and Housing Support Officers (HSO's) make case notes in relation to any needs identified or support given. These were found to be specific to individual needs and easy to read. Most tenants spoken with were familiar with what was in their support plan
- In interview, staff stated that occasions will arise where service users have diagnosed or undiagnosed mental health problems and have become socially isolated. In such cases the service referred people to local mental health services with the service user's permission. Service users were informed of the wide range of workshops, health related drop in groups, registering with a G.P, befriending services and the social work departments' drug and alcohol team. They reported that they received support for any problem they had. This ranged from help with getting furniture, help with money to the receipt of an emergency food parcel.
- When interviewed, tenants stated that their HSO's were very good at assisting them with navigating their way through the benefits and housing systems. They gained assistance to complete paperwork and benefited from the worker's knowledge of what can be claimed for and how this could be done.
- The service assisted people who were homeless to gain their own tenancies and then to help them set up their homes with utilities and furniture. Several service users spoken with stated that without the support they had received, they would still be homeless.
- Staff stated that they worked with vulnerable people with a variety of needs and saw it as their job to identify these needs and help people to address these problems. This was done at assessment and supported with risk assessment. Service users reported a variety of problems such as panic attacks, depression and domestic abuse that they had been helped to address by their HSO.

The service was effective in carrying out the support to vulnerable people. It was clear from service user responses that they felt their HSO had been a valuable support to them in creating and maintaining their tenancies as well as going the extra mile to support them with their wider problems.

## Inspection report continued

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### Areas for improvement

The service was very proactive in addressing changes in benefits and legislation around housing. This approach is seen as very important for maintaining people in their homes and the service should continue to seek ways to improve how it supports people.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0



**Quality Theme 3: Quality of Staffing**

Grade awarded for this theme: 5 - Very Good

**Statement 1**

We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

**Service strengths**

Please see Quality Theme 1 statement 1 for information in relation to this statement.

**Areas for improvement**

Please see Quality Theme 1 statement 1 for information in relation to this statement.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

## Inspection report continued

### Statement 3

We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

### Service strengths

We found that the service had an enthusiastic and well trained workforce who were confident in their roles. Here are some of its strengths:-

- Staff at the service had a high level of training. Training records and staff interviews confirmed that all staff had been through an induction programme when they began work and that this included core training such as adult and child protection, welfare reform, and personal safety. Staff also received training that they had identified as being useful for them such as working with eastern europeans and promoting wellbeing. Every Wednesday morning is reserved for any identified training needs to be met with various discussions and talks from various sources related to housing. The last talk had been from Women's Aid. Staff interviewed felt that if they identified a training need, it would be addressed if it benefited their work role. This in turn benefited service users.
- Focus group interviews with staff showed that all were aware of the National Care Standards and could apply them to their work role. All spoken with confirmed they had been given SSSC codes of practice. The inspection team observed staff respecting service users' choices, dignity and privacy via their telephone contact.
- All staff confirmed they got regular supervision at which they could discuss their ideas, their performance and the people they supported. Annual appraisals also took place and staff felt these meetings aimed at helping them develop their skills.
- HSOs attended regular team meetings. These were seen as inclusive meetings where their ideas for improving the service they gave were listened to positively. They reported this helped them feel motivated and fully part of a team.
- All staff were observed doing their job out in the community by their manager. This was seen as a positive thing by staff. The manager looked at performance such as customer focus, professionalism, promoting independence, communication and housing support planning. This kept staff focused on their effectiveness in supporting people.

The inspector was impressed with the knowledge and enthusiasm of staff as well as their effectiveness in effecting change in people's lives. This was confirmed in discussion with service users.

## Inspection report continued

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### Areas for improvement

Staff felt that too much of their time was used transferring information from written form onto the database used by the service and that this database was not as effective in supporting their role as it could be. This was confirmed when the inspector was being shown support plans held on the computer by staff. It was clear that information was held in different places and it was difficult to gather a person's support plan in one site. The service should review how support plans and ongoing case recordings are stored and review whether this can be done more effectively and efficiently. See recommendation 1.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 1

### Recommendations

1. The service should review how it keeps information on service users and improve the efficiency and effectiveness of this process.

**See NCS 3 Housing Support Services – Management and Staffing Arrangements.**

**4 You can be confident that all the staff use methods that reflect up to date knowledge and best practice guidance, and that the management is continuously striving to improve practice.**

**Quality Theme 4: Quality of Management and Leadership**

Grade awarded for this theme: 5 - Very Good

**Statement 1**

We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.

**Service strengths**

Please see Quality Theme 1 statement 1 for information in relation to this statement.

**Areas for improvement**

Please see Quality Theme 1 statement 1 for information in relation to this statement.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

## Inspection report continued

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### Statement 4

We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide

#### Service strengths

The service had a good quality assurance system. We found it was committed to quality assurance in its staff, practice and engagement with service users. Here are some of the strengths:-

- It was clear that the health and social wellbeing of service users is at the core of what this service does. (see 1.3)
- The service had a high level of participation whereby service users, staff and other stakeholders can have an input into what the service delivers. (see 1.1).
- The service has systems in place to support staff, to develop their skills via training and supervision - they also involve staff in developing the service. (see 3.3).
- The manager of the service attends wider regular meetings within the housing department and with other housing providers in the area. This helps him keep abreast of developments in housing law and benefits as well as how other providers are tackling issues. He is able to pass this knowledge on to his team for the purpose of improving the service they deliver to people.
- Representatives from the team also meet with tenants action groups such as the Federation of Tenants. This also kept the team up-to-date with developments in this area.
- The provider's staff development and information teams also support the service with updates on policies and procedures. Thus keeping the team up-to-date with how changes might impact upon people.

It was clear that this was a well run team where the concern was to keep abreast of the changing nature of housing policies, procedures and related subjects. It also supported staff to be knowledgeable, motivated and effective in supporting people.

#### Areas for improvement

The manager of the service should receive formal supervision in order to support his professional development needs. See recommendation 1.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 1

## Inspection report continued

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**Recommendations**

1. The manager of the service should receive supervision in order to support his professional development needs.

**See NCS 3 Housing Support Services - Management and Staffing Arrangements. 4 You can be confident that all the staff use methods that reflect up to date knowledge and best practice guidance, and that the management is continuously striving to improve practice.**

## 4 Other information

### Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

### Enforcements

We have taken no enforcement action against this care service since the last inspection.

### Additional Information

None noted.

### Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in the Care Inspectorate re-grading a Quality Statement within the Quality of Management and Leadership Theme (or for childminders, Quality of Staffing Theme) as unsatisfactory (1). This will result in the Quality Theme being re-graded as unsatisfactory (1).

## 5 Summary of grades

<b>Quality of Care and Support - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
<b>Quality of Staffing - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
<b>Quality of Management and Leadership - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 4	5 - Very Good

## 6 Inspection and grading history

Date	Type	Gradings
30 Jan 2013	Announced (Short Notice)	Care and support 5 - Very Good Staffing 5 - Very Good Management and Leadership 5 - Very Good
26 May 2009	Announced	Care and support 4 - Good Staffing 4 - Good Management and Leadership 5 - Very Good

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.



## Inspection report continued

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### Translations and alternative formats

This inspection report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan 's cànan eile ma nithear iartas.

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Web: [www.careinspectorate.com](http://www.careinspectorate.com)

**ACTION PLAN**

Service Name:	Dundee City Council – Housing Support Team ( including the Multi Storey – Housing Support Team )
CS Number:	CS2004079333
Service Provider:	Dundee City Council
Address:	West District Housing Office, 3 Sinclair Street, Lochee, Dundee, Dundee DD2 3DA
Care Inspectorate Inspection Officer:	Timothy Taylor
Date Inspection Concluded:	16.10.13

Requirements and Recommendations	Action Planned	Timescale	Responsible Person
<p><b>Quality Theme 3, Statement 3</b></p> <p><b>Recommendations: 1.</b> The service should review how it keeps information on service users and improve the efficiency and effectiveness of this process.</p>	<p>The development of a purpose built housing support database, which will allow information on service users, to be stored in one place.</p> <p>I.T. bid to be submitted.</p> <p>In addition to this, it's planned to issue officers in the team with net books to help improve the efficiency and effectiveness of dealing with service user information.</p>	<p>Dec – '13 (bid submitted Nov ' 13).</p> <p>Netbooks to be in use by March 2014.</p>	<p>Jim Fenton/Mike Comerford</p>
<p><b>Quality Theme 4, Statement 4</b></p> <p><b>Recommendations: 1.</b> The manager of the service should receive formal supervision in order to support his professional development needs.</p>	<p>Formal support and supervision will be provided from 28.11.13 on a weekly basis until January, when it will take place on a fortnightly basis.</p>	<p>Commenced November 2013 - ongoing.</p>	<p>Jim Fenton</p>

Name: Mike Comerford

Designation: Co-ordinator - Housing Support Team / Multi Storey – Housing Support Team

Signature

**In signing this form, you are confirming that you have the authority to complete it on behalf of the service provider.**