

REPORT TO: HOUSING COMMITTEE – 20 MAY 2013

REPORT ON: INSPECTION OF SHELTERED HOUSING WARDEN SERVICE BY THE CARE INSPECTORATE

REPORT BY: DIRECTOR OF HOUSING

REPORT NO: 228-2013

1. PURPOSE OF REPORT

1.1. The purpose of this report is to report on findings of the Care Inspectorate inspection of the Sheltered Housing Warden Service.

2. RECOMMENDATIONS

2.1. It is recommended that the Housing Committee:

- i. Notes the contents of this report, and
- 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 Sheltered Housing Warden Service was inspected in January 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:

- 98% of tenants were overall happy with the quality of support the service provided.
- Comments included:
 - “I find the service extremely satisfactory. The wardens are extremely helpful and friendly and it gives me peace of mind that I can talk to them if a problem arises.”
 - “All wardens are caring, sympathetic and helpful. They contact my relatives if they have concerns about me.”
 - “Greatly pleased with treatment always received.”
 - “ I have been with my complex for coming up 4 years and I love it.”
- There were regular tenant meetings held in sheltered complexes. This allowed opportunities for service users to be involved in agreeing joint activities to be planned.
- Service users appreciated the efforts made by wardens to arrange social activities. This made them feel more included and gave them an opportunity to meet other service users.
- Newsletters were produced regularly. This ensured that tenants who did not attend meetings were kept up to date with what was happening.
- Support Plans were reviewed twice yearly with service users to ensure that the service continued to meet peoples needs.
- Pay a compliment/Make a suggestion box was available and tenants felt that wardens were very helpful listening to any comments and acting on them.

- 96% of people agreed that the service asked for their opinions on how the service could be improved.
- Wardens demonstrated a good understanding of each tenants support needs.
- Service users confirmed that if they had been poorly, the wardens increased their visits to check on their welfare.
- Every tenant, if they wish it, has a planned welfare visit from a warden at an agreed frequency.
- Tenants felt that wardens were good at helping them get help for areas including making contact with GP's, Social Care Teams, fill out forms and generally maintaining their tenancy.
- Wardens offered advice on home security and guided tenants to other agencies who could assist. This included the Police, Community Safety Wardens and the Anti Social Behaviour Team.
- Staff were seen to be respectful, professional and approachable.
- Staff worked to good standards and followed the principles of the National Care Standards.
- The service responded to all complaints raised timeously.
- The manager of the service reviewed all incidents and accidents. This allowed the manager to monitor any recurring accidents or incidents and take action to reduce risks.
- The service had established and implemented quality assurance systems to ensure good quality, measurable support to service users.

4.3. Evaluations

4.3.1. Requirements for improvement:

- There were no requirements for improvement

4.3.2. The following were identified as recommendations for improvement:

- The service should ensure that tenant noticeboards are displayed in a way which encourages tenants to use them to refer to regular events and updates.
- Where there is a change of regular warden the service should inform tenants of these changes.
- The service should consolidate management systems across all complexes. This is in order to ensure that staff working across different areas are easily able to access required information in order to provide the best support to tenants.
- The service should develop a training plan for all staff based upon a training needs analysis for new and experienced staff. This is to ensure that the service and its staff can respond appropriately and in an informed manner to tenants' health, welfare and safety needs.

4.4. Grading

4.4.1. The 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 - (4) Statement 3 - (4)	(4) - Good
Quality of Staffing	Statement 1 - (4) Statement 3 - (3)	(3) - Adequate
Quality of Management and Leadership	Statement 1 - (4) Statement 4 - (4)	(4) - Good

4.5. An Action Plan to meet the recommendations in the Care Inspectorate report has been agreed and submitted. The Action Plan is attached as Appendix 2.

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

MAY 2013



Care service inspection report

Dundee City Council - Sheltered Housing Warden's Service

Housing Support Service

West District Housing Office
3 Sinclair Street
Dundee
DD2 3DA

Inspected by: Linda Weir

Type of inspection: Announced (Short Notice)

Inspection completed on: 30 January 2013



HAPPY TO TRANSLATE

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Service provided by:

Dundee City Council

Service provider number:

SP2003004034

Care service number:

CS2006118106

Contact details for the inspector who inspected this service:

Linda Weir

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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	4	Good
Quality of Staffing	3	Adequate
Quality of Management and Leadership	4	Good

What the service does well

Service users we spoke with told us that they found their staff teams to be supportive, kind and many offered extra activities which were greatly appreciated.

What the service could do better

The service had been experiencing some shortages of staffing. This meant that there had been a higher level than expected of unfamiliar staff supporting service users. The service was recruiting for new staff. The manager planned to introduce a system to ensure that all tenants were familiar with a core team of wardens who worked within a core team.

We found that some noticeboards had lots of policy guidance alongside information about day to day events and information for service users. The service should review the information on display to ensure that it is easy to read and encourages people to use the boards to keep up to date with events.

We identified at the last inspection that the service needed to have a training plan based on a training needs analysis. This is to ensure that all staff have the necessary skills to support tenants.

What the service has done since the last inspection

Since the last inspection the service had reviewed their support plans to ensure that service tenants had information about how often welfare visits were planned and the planned number of wardens available. Wardens were also keeping records of welfare visits.

Conclusion

Overall, tenants felt well supported by wardens. They told us that they appreciated the support the wardens offered and the activities that they arranged. We observed the wardens to be open and friendly towards tenants and demonstrated a good knowledge of their support needs.

Who did this inspection

Linda Weir

Lay assessor: Not Applicable

1 About the service we inspected

Dundee City Council - Sheltered Housing Warden Service is registered by SCSWIS since 1 April 2011 to provide a housing support service to tenants of Dundee City Council. Before 1 April 2011 this service was registered with the Care Commission. On 1 April 2011 Social Care and Social Work Improvement Scotland (SCSWIS) took over the work of the Care Commission and this service continued its registration under SCSWIS.

The service is for tenants who are aged 60 or over and other tenants with additional needs including; dementia, physical disabilities, learning disabilities and mental health problems. The service also has very sheltered housing for tenants who require additional support to live independently. The service is available to approximately 2000 tenants in 36 sheltered housing complexes.

The housing support service is provided by the manager, eight senior wardens and about 80 wardens. The wardens are on duty in each development every day of the week, usually between 8.00am and 2.30pm or 4.00pm, depending on the day of the week, but they may be on duty at specified times outside these hours. The tenants are notified in writing about the availability of the warden service in each complex. Tenants are linked to the Community Alarm service outside these hours.

The role of the wardens is to support tenants to live independently with the minimum of intrusions. Wardens check twice daily whether each tenant is active in their home through a mat or motion detector and speak with each tenant daily by intercom or phone. Wardens visit tenants in their home at an agreed frequency. Wardens also assist tenants with filling in forms, dealing with correspondence, contacting health and support agencies and assist tenants to stay safe and well in their home. Wardens assist tenants to organise social activities and a comfort fund for each development. Wardens do not provide personal care, except in an emergency. Tenants have the use of laundry facilities and a communal lounge in each development.

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

Quality of Care and Support - Grade 4 - Good

Quality of Staffing - Grade 3 - Adequate

Quality of Management and Leadership - Grade 4 - Good

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

Inspection report continued

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 or by calling us on 0845 600 9527 or visiting one of our offices.

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 following an inspection which commenced on 16 January 2013 and concluded on 30 January 2013 with feedback to the manager of the service and the area manager. The inspection was carried out by Linda Weir (Inspector).

As part of the inspection, we took account of the completed annual return and self assessment forms that we asked the provider to complete and submit to us.

We sent 100 care standard questionnaires to the manager to distribute to tenants. Fifty one tenants sent us completed questionnaires.

We asked the manager to give out questionnaires to staff, we received 19 completed questionnaires.

During this inspection process, we gathered information from various sources, including the following:

We spoke with:

- > approximately 35 tenants (meeting at 2 social events at Craigiebank and Longhaugh and a tenant meeting at Craigie Street)
- > one visiting relative
- > 6 wardens
- > 4 senior wardens (attending a senior warden meeting)
- > the manager
- > the area manager

We looked at

- > minutes of tenant and staff meetings
- > newsletters
- > noticeboards in complexes
- > support plans
- > evidence of contact with other agencies on behalf of tenants

> training records

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 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.firelawscotland.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 a fully completed self assessment document from the service provider. The provider had extensively completed the self assessment, however, it was not always clear how the information provided related to the quality theme.

We discussed the self assessment with the manager and agreed how the self assessment could be more meaningful focusing on outcomes for service users. It was acknowledged that the self assessment had not been completed by the manager of the service but by another member of management who no longer worked with the service.

Taking the views of people using the care service into account

'I have witnessed at first hand the excellent service and care that is demonstrated by the staff at this facility. There is a sense of community' (relative or friend)

'Overall the service provided seems adequate' (service user) (additional comments re community alarm service taking considerable time to respond)

'Sometimes the workload is greater, and the staff are pushed to keep up' (service user)

'The staff are being asked to do more paperwork and less time to do it and because of this the staff have less time to spend with the tenants' (service user)

'I find the service extremely satisfactory. The wardens are extremely helpful and friendly and it gives me peace of mind that I can talk to them if any problems arise' (service user)

Inspection report continued

'All wardens are caring, sympathetic and helpful. They contact my relatives if they have any concerns about me' (service user)

'Greatly pleased with treatment always received' (service user)

'The wardens do a wonderful job but they are short staffed.' (service user)

'I feel that due to shortages of staff at times the staff don't have the proper time to carry out their duties properly' (service user)

'I have been with my complex for coming up 4 years and I love it' (service user)

Taking carers' views into account

We asked the manager to give out care service questionnaires to tenants on our behalf. One hundred were sent out and Fifty one returned to us.

98% of tenants either strongly agreed or agreed that they were overall happy with the quality of care and support the service provided.

Comments from returned questionnaires included:

'Overall the service provided seems adequate'

'Sometimes the workload is greater, and the staff are pushed to keep up'

'The staff are being asked to do more paperwork and less time to do it and because of this the staff have less time to spend with the tenants'

'I find the service extremely satisfactory. The wardens are extremely helpful and friendly and it gives me peace of mind that I can talk to them if any problems arise'

'All wardens are caring, sympathetic and helpful. They contact my relatives if they have any concerns about me'

'Greatly pleased with treatment always received'

'The wardens do a wonderful job but they are short staffed.'

'I feel that due to shortages of staff at times the staff don't have the proper time to carry out their duties properly'

'I have been with my complex for coming up 4 years and I love it'

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: 4 - 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 in their self assessment assessed themselves as having 'Good' practice - grade 4. We agreed with this assessment.

We came to this conclusion after examining the following evidence:

Regular tenant meetings were held in complexes. This allowed opportunities for service users to be involved in agreeing joint activities to be planned. This included bingo, film shows, dominoes in complexes, as well as events in the community such as shopping trips and summer trips.

The Care Inspector attended a tenant meeting at the Craigie Street complex that was taking place during the inspection, this was attended by approximately half of the complex tenants. A review of the comforts fund took place and suggestions were sought for spring time activities. Suggestions included a boat trip and shopping trip. The wardens agreed to seek prices and explore possibilities and report back to the group at the next meeting.

We spoke to about 35 tenants across 3 complexes at one tenant meeting and 2 social events. People told us that they appreciated the efforts made by the wardens to arrange social activities. They told us that this made them feel more included and an opportunity to meet up with their neighbours.

People spoke very positively about previous social outings and appeared to enjoy these.

Inspection report continued

Newsletters were produced regularly. This made sure that tenants who did not attend meetings were kept up to date with planned activities.

Twice yearly reviews of individual support were held between wardens and tenants to ensure that the service continued to meet peoples needs.

Pay a compliment/Make a suggestion forms were available. These were available in the foyer of complexes with a suggestions box to use or directly return to a warden. We asked people how they would raise any concerns. Most told us that they would prefer to speak directly to the wardens. They told us that the wardens were mostly very helpful listening to any comments and acting on them.

96% of people answering the care service questionnaire either agreed or strongly agreed that the service asked for their opinions on how the service could be improved.

Tenants we spoke with were aware that they could make a complaint to the manager and most were aware that they could also complain to the Care Inspectorate. 93% of people who answered the care standard questionnaire were aware of the services own complaints procedure and 87% were aware of the Care Inspectorate Questionnaire.

Areas for improvement

The service in their self assessment identified areas for improvement to include:

A new questionnaire focusing on seeking peoples views of staffing, service delivery and service charges.

The service planned to carry this out annually and feedback the results to tenants including any actions taken as a result of their comments

We saw each complex had a noticeboard with useful information on. This included regular planned events as well as important information about how to pay a compliment, raise a concern and inspection reports. However, the noticeboards also had many copies of councils policy and procedure which deflected from the day to day information that tenants used. We acknowledge that the service wish to share their policies with tenants but this should not deflect from daily information and updates. We discussed the possibility of keeping a folder with policies and referring to how they could be accessed on the noticeboard. (See recommendation one.)

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. It is recommended that tenant noticeboards are displayed in a way which encourages tenants to use them to refer to regular events and updates.
National Care Standards - Housing Support Standard 6 Choice and Communication.

Statement 3

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

Service strengths

The service in their self assessment assessed themselves as having 'Good' practice - grade 4. We agreed with this assessment.

We came to this conclusion after examining the following evidence:

Wardens made daily contact with tenants with their agreement. This was either through monitoring through a movement monitoring detector or visits to tenants.

Wardens we spoke with demonstrated a good understanding of each tenants support needs, who preferred daily visits and who requested no monitoring. There were records in place of each person's preferred level of support.

If wardens had any concerns regarding a tenants wellbeing they will visit the tenant at home and if no response, can let themselves in to their home to check on their safety.

We found that additional checks would be put in place where tenants had been ill or recently been in hospital. People we spoke with confirmed that if they had been poorly, the wardens increased their visits to check on their welfare. One tenant we spoke with told us that following a recent hospital admission the wardens had provided additional twice daily visits to check that she was well. She told us that she felt reassured by this.

Each tenant has a planned welfare visit from a warden at an agreed interval. This depended on the support needs of individuals - varying from weekly to monthly visits. This was in place for most people. The wardens told us that they often had more frequent contact with some tenants through social events and in very sheltered accommodation through lounges and meal times.

Two wardens we spoke with told us how they also kept in contact with other health agencies where they had any concerns regarding a tenants welfare. During our visit we observed the wardens speak with other professionals where they had a particular concern about a tenants welfare.

All tenants we spoke with told us that they appreciated the service offered by the wardens. They felt reassured to know that someone was there in an emergency. They told us that the wardens were good at helping them get help for areas including making contact with GP's, social care teams, fill out forms and maintaining their tenancies.

An example of this included contacting occupational therapists on behalf of tenants to help them access adaptations for their homes.

Tenants we spoke with agreed that the wardens checked on their welfare at the agreed frequency.

Wardens offered advice on home security, safety and guided tenants to other agencies who could assist them. This included the police, community wardens and the Anti-Social behaviour team.

On the day of the inspection one complex had arranged a fire safety officer meeting with tenants. This was in order to discuss minimising risk of fire at home.

As discussed in Statement 1.1 regular events take place including Bingo, film evenings, dominoes etc. This allows for peoples welfare to be informally monitored.

During our inspection the Longhaugh complex was holding a 'Burns Day' haggis lunch with a prize draw for a hamper of goodies. This was followed by a game of bingo. This allowed an opportunity for people to get together in a relaxed atmosphere. People we spoke with told us that they enjoyed getting together and having a blether. They spoke positively about the wardens.

In the Longhaugh complex the wardens told us that there had been no direct bus service to the local supermarket. They were aware that a local bus company had a route nearby once a week. They asked tenants if they would use the service if it could stop at the complex. They had then approached the bus company who now included the complex on their route. This meant that tenants could buy more shopping rather than rely on daily visits to corner shops.

At the last inspection we recommended that the provider ensure that housing support plans state in measurable terms how often welfare visits will be made by the wardens. We found that this had been included in plans.

We also recommended that tenants are informed about the number of staff that should be on duty at any one time, and the contingency arrangements in place when this is not met in full. We saw in support plans that this information had now been included.

Areas for improvement

Whilst we saw that tenants support plans now contained information about how many staff should be on duty at any given time, staff and the manager confirmed that on occasion this staffing level was not always met. This was due to staff shortages which were being addressed by recruitment of new staff. Tenants told us that often they had wardens from other complexes who they were not familiar with. They told us that they were not always made aware of any changes. The manager planned to introduce a small group of wardens who worked within a core team to tenants to try to minimise unknown wardens working in complexes.

We did not evidence that any tenants has missed any agreed supports as a result of staff changes. (See recommendation one.)

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. It is recommended that where there is a change of regular warden that the service inform tenants of these changes.
National Care Standards - Housing Support - Standard 3 Management and Staffing.

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 3 - Adequate

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 Statement 1.1 for areas of strength which are also relevant to this statement.

Areas for improvement

Please see Statement 1.1 for areas for improvement which are also relevant to this statement.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

Statement 3

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

Service strengths

The service in their self assessment assessed themselves as having 'Good' practice - grade 4. We found sufficient evidence in this inspection that the service met the adequate grade criteria.

We came to this conclusion after examining the following evidence:

Wardens had accessed a range of training which included SVQ's, fire prevention, customer care, first aid, heart start and child and adult protection. We asked each of the wardens how they would respond to and suspicions of a tenant being abused. They demonstrated a good understanding of the appropriate steps to pass on this information. They were aware of the policies and procedures to refer to.

Some staff told us that they felt they had the appropriate training to perform their roles. They told us that they attended refresher sessions for training. Of the 19 staff questionnaires returned 17 staff told us that they had attended training within the last year.

We observed staff interacting with tenants and offering support. They were seen to be respectful, professional and approachable.

These observations led us to the conclusion that staff worked to good standards and followed the principles of the National Care Standards.

The service worked in 8 core teams with a senior warden supporting up to 6 complexes. The area manager held regular meetings with the senior wardens who in turn held core team meetings to keep staff teams up to date with developments.

The Inspector attended a senior team meeting where the manager and senior wardens discussed issues, shared ideas and passed on information. Discussion took place about how to promote consistency of practice across all teams. This was to ensure that the service was working to the same standards across all teams.

The service had recently revised their supervision arrangements. This was to ensure that all supervisors were discussing core competencies with staff. This included workload, training and development and performance. Staff we spoke with told us that they felt supported by the senior wardens who visited the services on a regular basis and often worked in services with staff. This provided them with opportunities to observe staff whilst working with tenants.

Areas for improvement

Whilst some staff told us that they received training appropriate to their posts, this did not appear to be consistent across the whole service. We examined the training records of two wardens. Whilst they had completed the relevant SVQ award, their training records did not show any recent training opportunities.

At the last inspection we recommended that the service develop a training plan based on a training needs analysis for all staff. This was to ensure that the service and staff could respond to the needs of tenants. This had not been developed. The manager agreed that this needed to be prioritised and for the management team to have an overview of all staff training achieved and required. (See recommendation one.)

The manager identified an area for improvement to be to ensure that all complexes were working to the same standards. This included completion of paperwork (support plans, notifications to the Care Inspectorate.)

This was to ensure that wardens could access information when working in different complexes and to make sure that all staff were aware of legal responsibilities for notifications to the Care Inspectorate of significant events. (See recommendation two.)

Grade awarded for this statement: 3 - Adequate

Number of requirements: 0

Number of recommendations: 2

Recommendations

1. The service should develop a training plan for all staff based on a training needs analysis for new and experienced staff. This is to ensure that the service and its staff can respond appropriately and in an informed manner to tenants' health, welfare and safety needs.
National Care Standards - Housing Support - Standard 4 Management and Staffing.
2. It is recommended that the service consolidates management systems across all complexes. This is in order to ensure that staff working across different areas are easily able to access required information in order to provide the best support to tenants.
National Care Standards - Housing Support - Standard 4 Management and Staffing.

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 4 - 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 Statement 1.1 for areas of strength which are also relevant to this statement.

Areas for improvement

Please see Statement 1.1 for areas for improvement which are also relevant to this statement.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

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

We found good evidence in support of this statement. When assessing this statement we also took into account the evidence gathered in Statements 1.1 and 3.3. This included how the service sought and acted on the views of service users through reviews and tenant meetings and staff involvement through meetings and supervision.

The service has a complaints system. Service users we spoke with told us that they were aware of this and of the Care Inspectorate's Complaint system. This information was provided to them at commencement of the service.

The service had received one complaint since the last inspection. The service had responded to the complainant timeously and were in the process of investigating this complaint. This demonstrated that the service responded to concerns raised.

Inspection report continued

The manager of the service reviewed all incidents and accidents. This allowed the manager to monitor any recurring accidents or incidents and take action to reduce risks.

At the senior warden team meeting which the Inspector attended, the team discussed how to implement quality assurance systems, this was to ensure good quality measurable support to service users. The wardens discussed how each core group approached and steps needed to achieve this.

Areas for improvement

The manager identified an area for improvement to be to further develop quality assurance audits to monitor that tenants are receiving a good quality service.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

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 SCSWIS re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).

5 Summary of grades

Quality of Care and Support - 4 - Good	
Statement 1	4 - Good
Statement 3	4 - Good
Quality of Staffing - 3 - Adequate	
Statement 1	4 - Good
Statement 3	3 - Adequate
Quality of Management and Leadership - 4 - Good	
Statement 1	4 - Good
Statement 4	4 - Good

6 Inspection and grading history

Date	Type	Gradings
17 Jun 2011	Unannounced	Care and support 3 - Adequate Staffing 3 - Adequate Management and Leadership 3 - Adequate
7 May 2010	Announced	Care and support 4 - Good Staffing 4 - Good Management and Leadership 3 - Adequate
4 Jun 2009	Announced	Care and support 3 - Adequate Staffing 3 - Adequate Management and Leadership 3 - Adequate

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

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Translations and alternative formats

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Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

ہے ہایتسرد نیم دونابز رگید روا دولکش رگید رپ شدازگ تعاشا ہی

ਬੈਨੜੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

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APPENDIX 2

ACTION PLAN

Service Name:	Dundee City Council - Sheltered Housing Warden Service
CS Number:	2006118106
Service Provider:	Dundee City Council
Address:	West District Housing Office, 3 Sinclair Street, Lochee, Dundee, Dundee DD2 3DA
Care Inspectorate Inspection Officer:	Linda Weir
Date Inspection Concluded:	30 January 2013

Requirements and Recommendations	Action Planned	Timescale	Responsible Person
<p>Quality Theme 1, Statement 1</p> <p>Recommendations</p> <p>1. The service should ensure that tenant noticeboards are displayed in a way which encourages tenants to use them to refer to regular events and updates.</p>	<p>The Tenant's noticeboards will be changed to focus on regular events and updates. Some information will no longer require to be displayed on the noticeboard, but it will be retained and kept in a separate file so that tenants, families and cares can still access this information if required</p>		

	<p>The noticeboard will retain important information e.g Care Inspectorate Certificate of registration, Care Inspectorate Inspection Report, Care Inspectorate “How to Complain” leaflet, DCC “How to complain” leaflet, DCC Customer Care Charter, “Your Guide to Sheltered Housing”, Sheltered Housing Involvement Strategy, Newsletters, Minutes of Tenants/Warden meetings and DCC Feedback Forms.</p>	<p>March 2013 Completed</p>	<p>Susan Donaldson</p>
<p>Quality Theme 1, Statement 3</p> <p>Recommendations</p> <p>1. Where there is a change of regular warden the service should inform tenants of these changes.</p>	<p>Should a regular Warden not be available to cover a complex at any time the service will ensure where possible that tenants are advised by intercom or by being visited by who is covering their complex and for how long.</p> <p>Wardens for each core will be working in each of the complex’s attached to that core so that tenants will become familiar with all Wardens.</p>	<p>March 2013 Completed</p>	<p>Susan Donaldson/ Senior Wardens</p>

<p>Quality Theme 3, Statement 3</p> <p>Recommendations</p> <ol style="list-style-type: none"> 1. The service should consolidate management systems across all complexes. This is in order to ensure that staff working across different areas are easily able to access required information in order to provide the best support to tenants. 2. The service should develop a training plan for all staff based upon a training needs analysis for new and experienced staff. This is to ensure that the service and it's staff can respond appropriately and in an informed way to tenants health, welfare and safety needs. 	<p>In discussion with Senior Wardens, a new management system will be introduced so that all complexes work to the same standards. Senior Wardens, along with the manager for the service will hold team meetings and discuss with staff the importance of completing Support Agreements, Event Reports and Contact Sheets. By doing this the service will ensure that all complexes manage their paperwork in the same manner which will allow staff covering from different areas to easily access required information to provide the best support to tenants.</p> <p>Following a meeting with the Departments Training Officer, a Training Plan Spreadsheet is to be developed for each member of staff to access which will detail all identified training needs and the date commenced and completed. This will also run in conjunction with the Departments Employee Development Performance Review (EPDR) which also identifies training needs in relation to the service provided to tenants. This will be completed in the near future, to coincide with the new Departmental Service Plan and individual Unit Plans. EPDR is reviewed every 6 months , and any additional training needs can be added if and when they are identified.</p> <p>The service has also introduced Induction training for all</p>	<p>June 2013</p>	<p>Susan Donaldson/Senior Wardens</p>
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	<p>new members of the warden service. We are also looking to source Awareness talks on Dementia, Mental Health, Learning Disabilities, Drug and Alcohol, Diabetes, Parkinsons and Infection Control.</p> <p>Data Protection and Lone Working training will be held in the near future.</p>	<p>Commencing March 2013 with an ongoing programme reviewed every 6 months</p>	<p>Susan Donaldson</p>
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<p>Name: Susan Donaldson</p> <p>Designation: Sheltered Housing Supervisor</p> <p>Signature</p>

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