

REPORT TO: HOUSING COMMITTEE – 20 MAY 2013

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

REPORT BY: DIRECTOR OF HOUSING

REPORT NO: 229-2013

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 Support Project).

2. RECOMMENDATIONS

2.1. It is recommended that the Housing Committee:

- i. Notes the contents of this report.

3. FINANCIAL IMPLICATIONS

3.1. None.

4. MAIN TEXT

4.1. The Housing Support Team (including the Multi Storey Support Project) 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:

- The service responds quickly to people being referred to the service
- Service users were very satisfied with the service. Amongst some of the comments:
 - “my housing support worker is a lifesaver”
 - “valuable service”
 - “very supportive”
 - “always there for me”
 - “helped find out about the benefits I can get”
- The service encourages service users to participate in assessing and improving the quality of support provided by the service
- The service is responsive to suggestions made by service users to improve the service.
- Staff checked regularly with service users.
- Staff carried out regular service reviews.
- The services works with service users to ensure their health and wellbeing.
- Service users feel fully involved in their support.
- Service users are treated with respect
- Staff work with service users to maintain and improve their tenancies.
- Staff are professional, trained and motivated.
- Staff have a good understanding of the support needs of service users.

4.3. **Evaluations**

4.3.1. Requirements for improvement:

- There were no requirements for improvement

4.3.2. Recommendations for improvement:

- There were no recommendations for improvement.

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

MAY 2013

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: Linda Weir

Type of inspection: Announced (Short Notice)

Inspection completed on: 30 January 2013

Contents

	Page No
Summary	3
1 About the service we inspected	5
2 How we inspected this service	6
3 The inspection	10
4 Other information	17
5 Summary of grades	18
6 Inspection and grading history	18

Service provided by:

Dundee City Council

Service provider number:

SP2003004034

Care service number:

CS2004079333

Contact details for the inspector who inspected this service:

Linda Weir

Telephone

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

The service responds quickly to people being referred to the service. This is very good as some people can need urgent assistance with managing their tenancies and benefits advice.

We found through individual discussions with service users and through returned care service questionnaires that people were overall very satisfied with the service they received.

What the service could do better

The way that the service's self assessment is completed would benefit from review. This should be used to identify outcomes for service users. It would be good practice for the information gathered at participation events to be directly linked to the self assessment document. The service was very receptive to this suggestion.

What the service has done since the last inspection

The service has reviewed their support plan documentation to ensure that it is meaningful, promoting independence and measuring achievements.

Conclusion

The service should continue to build on their current good practices.

Who did this inspection

Linda Weir

Lay assessor: Not Applicable

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

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 the 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:

- > setting 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 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

This report was written following a short notice announced visit to the service. We made two visits to the service and made telephone contact with six service users between 08 and 23 January 2013. This inspection was carried out by Linda Weir (Inspector). Feedback was given to the manager and area manager on 30 September 2013.

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.

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

We spoke with:

- Six service users
- Seven housing support officers
- Manager
- Area Manager

We looked at:

- minutes of forum meetings
- annual consultation event minutes
- newsletters
- information leaflets
- support plans and risk assessments
- quality audits
- supervision 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

Comments made in Care Service Questionnaires which were returned to us included:

'I am quite happy, no complaints'

'My comments made at the annual consultation event were taken on board and implemented. The support pack now includes a sheet highlighting all the various things housing support can do for service users.'

'Working is good with (support officer), he is one of the best'

Inspection report continued

'The service I use is one of the best. If at anytime I telephone or visit the office I am greeted with a warm welcome and that makes a difference to me. My support officer goes above and beyond her duties. I feel she needs a special mention as there is not many like her'

'I am happy with the service that's provided'

'If I need anything (support officer) sorts it out for me'

We spoke with 6 people who used the service by telephone, they all commented very positively about the service they received. Their comments included:

'Valuable service'

'My housing support officer is a lifesaver'

'Very supportive'

'The service went really well'

'Great help in helping me get things for my flat - she knew what agencies could help me'

'Always there for me'

'Keeps in regular contact'

'I would know how to raise any concerns'

'It's been a great help - I was helped to get my heating fixed, a new cooker and carpets'

'Helped find out about the benefits I can get'

'My worker is an absolute diamond'

'Goes above and beyond'

'She always follows through what she says she will do'

'Fantastic'

'An angel'

'My worker is great for moral support'

Taking carers' views into account

We did not speak with service users during this inspection.

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

There was very good evidence that the service encouraged service users to participate in assessing and improving the quality of the support provided by the service. We looked at a sample of the ways in which people were involved

These included:

> Since the last inspection the service had carried out two Annual Consultation events which all service users were invited to attend. Seven service users had attended the 2011 event. One example of an area for development discussed was that not all service users were aware if they had a support plan.

An action point was developed to ensure that all service users would be provided with a further copy of their plan and that the Housing Support Officers would discuss this with people to check they were satisfied with the plan.

We received 18 responses to our Care Service Questionnaire, 17 people confirmed that they had a support plan which included information about their support needs. (one person didn't know).

Similarly with the 2012 Annual Consultation attended by 13 service users there was evidence of the service addressing issues arising.

This demonstrated that the service responded to comments made by service users.

Inspection report continued

> Three monthly forums had taken place. One of the forum records from November, 11 that we sampled showed that there had been a focus on the Quality Themes for Care and Support, Staffing and Management.

The results of this showed that overall people were very satisfied with the service.
Comments included:

- 'Flexible, relaxed and informal'
- 'Helping us achieve goals'
- 'Good communication'

> An evaluation of ongoing Customer Satisfaction Surveys had been carried out in August 2012.

The results of this survey were analysed and feedback to service users through the quarterly newsletter 'The Supporting Post' which goes out to all service users.

One area for improvement highlighted by service users included that it would be useful if the support pack could include information about the range of areas the housing support officers could assist with. The service had now included this information in support packs for all new service users.

This demonstrated that the service was responsive to suggestions made by service users to improve support.

> We spoke with six service users on the phone. They all confirmed that staff checked with them regularly that they were happy with the support they received and that regular reviews were held. This was also confirmed by examination of support records.

> The service carried out exit interviews with people who had engaged with the support offered to them. This was used to check satisfaction with the service and also to agree further contact to ensure that the person continued to manage their tenancy after support ceased.

Areas for improvement

The service identified in their self assessment that they would try to encourage forums to be service user led.

The manager identified during the inspection that the service could increase the detail of feedback provided by service users and actions agreed from participation events. This was in order to ensure that all people using the service were kept up to date with service developments. This could also be used to report on positive comments made by service users.

Inspection report continued

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 3

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

Service strengths

There was very good evidence that the service worked with service users to ensure that their health and wellbeing needs were met. We examined a range of records, spoke to service users and staff in order to come to this conclusion.

> Support plans showed that discussion had taken place to agree the level of support required and goals were agreed and what people wanted from the service. This included how support would be offered and how goals would be achieved.

Contact sheets were kept by staff which recorded progress with each goal and further steps needed to achieve these.

> Service users we spoke with told us that they felt fully involved in their support, they told us that staff treated them very respectfully, always sought their views and worked with them to maintain and improve their tenancies.

> Typical supports included assisting people to attend necessary appointments, either by prompting them or attending with them as necessary. Referrals for starter packs, benefits advice, accessing various grants and other support agencies.

> Staff we spoke with demonstrated a good understanding of the support needs of individuals and of local services and agencies that could be accessed.

Areas for improvement

The service identified in their self assessment that they planned to continue to further develop links with partner agencies and establish new links. This is good practice as agencies that can offer support can frequently change depending on funding arrangements.

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

Areas for improvement

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

Grade awarded for this statement: 5 - Very 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

There was very good evidence that the staff team were professional, trained and motivated in their work practice.

> The Inspector attended a staff team meeting. Minutes of the previous meeting were agreed. All staff contributed their views at the meeting, discussing practice issues, training and support to service users. Staff demonstrated a good understanding of the support needs of service users and shared ideas with each other.

Staff discussed training issues and their progress with SVQ's in Health and Social Care and effectiveness of training. Approximately 80% of staff had achieved the relevant SVQ.

Inspection report continued

Particular discussion took place around a change to the benefits system and how to support service users to manage this change. This demonstrated that they kept up to date with legislative changes that could affect service users. Action points were agreed and staff agreed who would progress these. Minutes of meetings were available for staff to read following meetings.

> Staff confirmed that they received regular supervision and that they felt supported by the management team.

We saw that supervision took place on a regular and planned basis covering a range of areas including training, practice issues and direct support.

Staff confirmed that they were able to approach the manager outwith supervision to seek advice.

> We examined a range of training records. We saw that staff had regular opportunities to attend training. This included: appropriate SVQ's either achieved or in progress, Better Futures Framework (a new assessment and support system), welfare benefits, adult protection, working with hostile families.

> Staff we spoke with demonstrated a good understanding of the National Care Standards through individual discussions we had. We asked them about adult protection issues. Each person was able to describe how they would raise any concerns of abuse and demonstrated a good understanding of the different types of this. Staff spoke respectfully about service users and the importance of promoting people to be as independent as possible.

Areas for improvement

In their self assessment the provider identified that they would continue to provide a range of training opportunities and were implementing a staff training plan in order to address these training needs.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

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

Areas for improvement

Please refer to Quality Statement 1.1 for areas of improvement which are also relevant to this statement.

Grade awarded for this statement: 5 - Very 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 very 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, forums and annual consultation events and staff involvement through meetings and supervision.

Since the last inspection the service has introduced a case file inspection system. We examined a sample of these and found that the manager had reviewed care files and identified action points for improvement for staff to implement.

Inspection report continued

A new quality assurance system had been implemented to monitor staff practice. This was an 'Observation of Housing Support Officers Key Competency with Service Users'. This was carried out by the manager and was used to assess areas including staff professionalism, promoting independence, communication and record keeping when working with service users. This was designed to monitor staff competence and inform supervision sessions. This was in the early stages of development.

The Housing Department Management Team visit housing offices approximately 2-3 times per year to update staff of developments within the department and to hold question and answer sessions. This offers staff and managers opportunities to discuss how the service can be improved.

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.

Areas for improvement

The service identified in their self assessment that they had introduced a monitoring form to provide an overview of care files by management. This has recently been implemented as identified in areas of strength.

Grade awarded for this statement: 5 - Very 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 - 5 - Very Good	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
Quality of Staffing - 5 - Very Good	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
Quality of Management and Leadership - 5 - Very Good	
Statement 1	5 - Very Good
Statement 4	5 - Very Good

6 Inspection and grading history

Date	Type	Gradings
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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سے ہای تہسد یم ہونابز رگید روا ہولکش رگید رپ شرازگ تاعاشا ہی

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Telephone: 0845 600 9527

Email: enquiries@careinspectorate.com

Web: www.careinspectorate.com