

ITEM No ...4.....

REPORT TO: NEIGHBOURHOOD SERVICES COMMITTEE – 12 FEBRUARY 2018

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

REPORT BY: EXECUTIVE DIRECTOR OF NEIGHBOURHOOD SERVICES

REPORT NO: 18–2018

1. PURPOSE OF REPORT

- 1.1. To report the findings of the most recent Care Inspectorate inspection of the Sheltered Housing Warden Service.

2. RECOMMENDATIONS

- 2.1. It is recommended that the Neighbourhood Services Committee:
- i. Notes the contents of this report, and
 - ii. Instructs the Head of Housing and Communities to monitor progress towards meeting the areas for improvement contained in this report.

3. FINANCIAL IMPLICATIONS

- 3.1. Any additional costs arising from implementing these areas for improvement will be contained within the existing Sheltered Warden Service budget that is included within the Neighbourhood Services (Housing Revenue Account) Revenue Budget.

4. MAIN TEXT

- 4.1. An inspection of the Sheltered Housing Warden Service was completed on 23 November 2017 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:

- Tenants spoken to as part of this inspection were very positive in their views about the service. Comments included:
 - “We are well looked after (by our warden).”
 - “There's always lots of social activities: bingo, chipper tea, beauty therapy, dominoes, trips out, or just dropping into the centre for a cuppa.
 - “They call me every morning to make sure I'm okay.”
 - “I have a community alarm pendant for if I fall. I used it last week and the warden's came very quickly indeed.”
 - “They are good if I need some advice on something and if they don't know an answer they can signpost me to someone who can help me. My fence was down - they have got it fixed.”
 - “We always get a newsletter and are invited to tenants meetings.”
 - “It feels as though I am part of a lovely wee community.”
 - “Best thing I ever did.”
 - “20 out of 10!”
 - “I needed a new cooker but had little money - they put me in touch with people who gave grants for a new cooker.”

4.3. What the service does well

The Care Inspectorate commented that during inspection, the service had a very good level of care and support for its customers and management of its resources. They were impressed with the consistently good feedback, the real promotion of the community and the quality of the wardens. Below are examples of strengths identified within the report:

- Very good consultation, participation and information dissemination for tenants, including engagement meetings, focus groups, tenants meetings and newsletters.
- Clear and up-to-date support plans and support planning which was regularly and proportionately reviewed.
- Many examples of good signposting to other services and resources by wardens.
- Very good promotion of a community spirit within complexes with lots of social activities and events on offer.
- Very good relationships promoted between wardens and tenants who gave very positive feedback on quality and feeling safe and secure.
- Wardens were well-trained and despite some staff shortages were managing to continue to provide a high quality service.
- Very good management of the service including supports for staff such as supervision, team meetings, engagement meetings and visibility of management out in the complexes.
- Very good work to maintain and develop the service in a difficult fiscal environment, including forward planning, volunteer recruitment, activities development, training for staff, promotion of digital skills and enhanced use of complexes by tenants.

To summarise, the inspector stated that this was a very good service which is why a grade of 5 (Very Good) has been given on this occasion for both Management and Care and Support themes. The service received very high praise from all the tenants spoken with, demonstrating a high quality service. The wardens themselves should be applauded for their continued hard work and dedication.

4.4. Evaluations

4.4.1. There have been no complaints upheld since the last inspection which was completed on 11 December 2015.

4.4.2. There were no issues/concerns identified as Requirements for Improvement:

4.4.3. The following were identified as Recommendations for Improvement:

- The service should include contact details (phone number) for the Care Inspectorate in the newsletters sent out to all tenants.
- The service should begin to prioritise wardens for the appropriate qualifications that they will need.

4.5. Grading

4.5.1. 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

4.5.2. As a result of the previous "Very Good" grades, and the fact that the Care Inspectorate has received no complaints since the last inspection, this service is regarded by the Inspector as being a "low risk" service, and for that reason, only two of the three Quality Themes were assessed during this inspection.

The following grades were awarded, please note individual grades within themes are no longer graded:

Theme	Overall Grading
Quality of Care and Support	(5) - Very Good
Quality of Staffing	Not assessed [Remains (5) – Very Good]
Quality of Management and Leadership	(5) - Very Good

4.5.3. This compares to the grades awarded following the previous inspection:

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

4.6. The inspection identified no Requirements and only two Recommendations for Improvement. An Action Plan to meet the two 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 Council Management Team have been consulted in the preparation of this report and are in agreement with its contents.

7. BACKGROUND PAPERS

7.1 None.

ELAINE ZWIRLEIN
EXECUTIVE DIRECTOR OF NEIGHBOURHOOD SERVICES

31st JANUARY 2018

Dundee City Council - Sheltered Housing Warden's Service Housing Support Service

West District Housing Office
3 Sinclair Street
Dundee
DD2 3DA

Telephone: 01382 307357

Type of inspection: Announced (short notice)
Inspection completed on: 23 November 2017

Service provided by:
Dundee City Council

Service provider number:
SP2003004034

Care service number:
CS2006118106

About the service

Dundee City Council - Sheltered Housing Warden's Service is registered to provide a housing support service to tenants of Dundee City Council. The key feature of the service is warden led assistance with each flat having an emergency alarm. The service meets the needs of tenants who are aged 60 or over. The service also provides very sheltered housing to meet the needs of frail older people who require additional support to live in their own homes. The service is available to approximately 2000 tenants in 36 sheltered housing complexes.

What people told us

Thirty-three tenants who use the service were spoken with during the inspection and the views expressed were very positive about the service. Here are some of the things people said:-

- We are well looked after (by our warden).
- There's always lots of social activities: bingo, chipper tea, beauty therapy, dominoes, trips out, or just dropping into the centre for a cuppa.
- They call me every morning to make sure I'm okay.
- I have a community alarm pendant for if I fall. I used it last week and the warden's came very quickly indeed.
- They are good if I need some advice on something and if they don't know an answer they can signpost me to someone who can help me. My fence was down - they have got it fixed.
- We always get a newsletter and are invited to tenants meetings.
- It feels as though I am part of a lovely wee community.
- Best thing I ever did
- 20 out of 10!
- I needed a new cooker but had little money - they put me in touch with people who gave grants for a new cooker.

Self assessment

A self assessment was not required to be completed at this inspection; however the service spoke about their goals and aspirations for the forthcoming year. The management team had identified some of the strengths and areas that they wanted to develop and will be developing an improvement plan over the next few months.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of staffing	not assessed
Quality of management and leadership	5 - Very Good

What the service does well

The service had a very good level of care and support for its customers and management of its resources. We were impressed with the consistently good feedback, the real promotion of community and the quality of the wardens. Here are some examples of the strengths:-

- Clear and up-to-date support plans and support planning which was regularly and proportionately reviewed.
- Very good consultation, participation and information dissemination for tenants. Including engagement meetings, focus groups, tenants meetings and newsletters.
- Many examples of good signposting to other services and resources by wardens.
- Very good promotion of a community spirit within complexes with lots of social activities and events on offer.
- Very good relationships promoted between wardens and tenants who gave very positive feedback on quality and feeling safe and secure.
- Wardens were well-trained and despite some staff shortages were managing to continue to provide a high quality service.
- Very good management of the service including supports for staff such as supervision, team meetings, engagement meetings and visibility of management out in the complexes.
- Very good work to maintain and develop the service in a difficult fiscal environment. Including forward planning. Including volunteer recruitment, activities development, training for staff, promotion of digital skills, enhanced use of complexes by tenants.

Inspection report

Overall this was found to be a very good service which is why a grade of 5 - Very Good - has been given on this occasion for both management and care and support. This service got very high praise from all the tenants spoken with which shows they provide a high quality service. The wardens themselves should be applauded for their continued hard work and dedication.

What the service could do better

In order to improve tenants access to their right to complain, it is recommended that the Care Inspectorate's contact details (phone number) be included in newsletters sent out to all tenants which already include a list of useful numbers. See recommendation 1.

In order to prepare staff for their registration with the SSSC (Scottish Social Services Council) it is recommended that the service begin to prioritise wardens for the appropriate qualifications (such as SVQs) that they will need. See recommendation 2.

Note: The inspector was enthusiastic about the service beginning to allow tenants access to their complexes out of warden assisted hours and felt the service should continue to actively promote this.

Note: Some discussion was held with the manager of the service around use of improvement projects whereby a service could identify areas for improvement and set up a project to address them. We signposted her to some work being done in the Care Inspectorate around physical activity and had some information sent out to her.

<http://hub.careinspectorate.com/improvement/care-about-physical-activity/>

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. It is recommended that the Care Inspectorate's contact details (phone number) be included in newsletters sent out to all tenants.

See National Care Standards 7, Housing Support Services - Exercising Your Rights.

2. In order to prepare staff for their registration with the SSSC (Scottish Social Services Council) it is recommended that the service begin to prioritise wardens for the appropriate qualifications (such as SVQs) that they will need.

See National Care Standards 3, Housing Support Services - Management and Staffing Arrangements. You experience good quality housing support. This is provided by management and staff whose professional training and expertise allow them to meet your needs.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Inspection and grading history

Date	Type	Gradings
11 Dec 2015	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
5 Mar 2015	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
21 Feb 2014	Announced (short notice)	Care and support 3 - Adequate Environment Not assessed Staffing 3 - Adequate Management and leadership 2 - Weak
30 Jan 2013	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 3 - Adequate Management and leadership 4 - Good
17 Jun 2011	Unannounced	Care and support 3 - Adequate Environment Not assessed Staffing 3 - Adequate Management and leadership 3 - Adequate
7 May 2010	Announced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 3 - Adequate

Inspection report

Date	Type	Gradings	
4 Jun 2009	Announced	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

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ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.

APPENDIX 2

Service Name:	Dundee City Council - Sheltered Housing Warden Service		
CS Number:	2006118106		
Service Provider:	Dundee City Council		
Address:	East District Housing Office, 169 Pitkerro Road, Dundee, DD4 8ES		
Care Inspectorate Inspection Officer:	Tim Taylor		
Date Inspection Concluded:	23 November 2017		
Requirements and Recommendations			
National Care Standards 7, Housing Support Services – Exercising Your Rights			
Recommendations		Action Planned	Timescale
It is recommended that the Care Inspectorate's details (phone number) be included and newsletters sent out to all tenants.		The Service currently distributes newsletters to every sheltered tenant. The Newsletters have a standard template, with local news added. The template will be amended to include the Care Inspectorate's contact details.	Completed January 2018
			Tenancy & Estates Team Leader / Senior Sheltered Wardens.
National Care Standards 3, Housing Support Services – Management and Staffing Arrangements			
Recommendations		Action Planned	Timescale
In order to prepare staff for their registration with Scottish Social Services Council (SSSC) it is recommended that the service begin to prioritise wardens for the appropriate qualifications they will need.		The service has liaised with DCC's Learning and Workforce Development Section and has supplied names and current qualifications for all wardens to allow an appropriate training plan to be developed and monitored.	Ongoing (Deadline – Wardens have until September 2020 to register with SSSC and have 5 years from registration to achieve the relevant qualification.)
			Tenancy & Estates Team Leader / Senior Sheltered Wardens.

