

**REPORT TO: HOUSING COMMITTEE – 9 FEBRUARY 2015**

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

**REPORT BY: DIRECTOR OF HOUSING**

**REPORT NO: 26-2015**

**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 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 October 2014 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:

- This is a high quality service which has high levels of customer satisfaction in relation to supporting people with their housing and other related needs.
- The service is good at building relationships with people, effecting changes in their lives and signposting other agencies that might be of benefit.
- Service users were very satisfied with the service. Amongst some of the comments:
  - “I am extremely grateful for the help, support and information I have received from Housing Support. It has helped me through a difficult time and empowered me to sort things out and improve my situation.”
  - “I am extremely happy with the support and the manner in which it has been carried out... I cannot say how much my life has changed for the better. I am more settled than I have been in years.”
  - “The staff treat me with respect and are extremely helpful.”
  - “The service has assisted me to turn my life around.”
  - “It’s an amazing service; helped me get a flat and now a job.”
- The service has an excellent level of participation for service users.
- 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 it’s staff.
- The service now includes service users in the recruitment process for new support staff. Selected volunteers meet with the prospective staff at an informal gathering where service users tell their story and candidates have the opportunity to have discussions with them.
- The service has a very good level of care provision for service users.

- The service ensures that each tenant has a support plan containing an assessment of their needs, a plan of support and any risk assessments.
- The service assisted people who were homeless to gain their own tenancies. Several service users stated that without the support they had received, they would still be homeless
- Service users had strong relationships with staff and this made the support they got all the more effective.
- The service has an enthusiastic and well trained workforce who were confident in their roles and were very good at making professional relationships with people.
- Staff were aware of the National Care Standards and could apply them to their work role. The inspection team observed staff respecting service user's choices, dignity and privacy.
- It is clear that the health and wellbeing of service users is at the core of what this service does with it's person centred and detailed approach.
- The service has a good level of participation whereby service users, staff and other stakeholders can have an input into what the service delivers.
- The inspector was impressed with the way that quality assurance was embedded within the ongoing practice of the service. He was impressed with the proactive approach to improvement and the open attitude to new ideas and ways of including staff and 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 - (6) Statement 2 - (5)	(5) – Very Good
Quality of Staffing	Statement 1 - (6) Statement 3 - (6)	(6) – Excellent
Quality of Management and Leadership	Statement 1 - (6) 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**

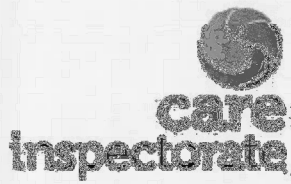
- 6.1. The Chief Executive, Director of Corporate Services, Head of Democratic and Legal Services and all other Chief Officers have been consulted in the preparation of this report. No concerns were expressed.

7. **BACKGROUND PAPERS**

- 7.1. None.

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

**JANUARY 2015**



## 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

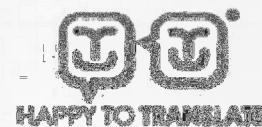
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Type of inspection: Announced (Short Notice)

Inspection completed on: 29 October 2014





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**Service provided by:**

Dundee City Council

**Service provider number:**

SF2003004034

**Care service number:**

CS2004079333

If you wish to contact the Care Inspectorate about this inspection report, please call us on 0345 600 9527 or email us at [enquiries@careinspectorate.com](mailto: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	6	Excellent
Quality of Management and Leadership	5	Very Good

#### What the service does well

This is a high quality service which has high levels of customer satisfaction in relation to supporting people with their housing and other related needs. The service is good at building relationships with people, effecting changes in their lives and signposting other agencies that might be of benefit.

#### What the service could do better

The service should give thought to developing its own discrete service plan and listening to staff who advocate for greater use of technology to support their effectiveness.

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

The service has made the following developments since the last inspection:

- The service now involves service users in staff recruitment.
- The service has worked with NHS initiative Breathing Space to publicise their service.
- The service has produced a leaflet for service users who have secured a council tenancy which gives advice on what to do next.
- The service now undertakes joint school visits to advise pupils of what is involved in getting their own tenancies and how to make them successful.
- Annual Consultation surveys are now handed out to service users with an explanation of their purpose.

## Inspection report continued

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### Conclusion

This service has made significant improvements since the last inspection.

## 1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com)

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

### Requirements and recommendations

If we are concerned about some aspect of a service, or think it could do more to improve, we may make a recommendation or requirement.

\* A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service but where failure to do so will not directly result in enforcement. Recommendations are based on the National Care Standards, relevant codes of practice and recognised good practice.

\* A requirement is a statement, which sets out what is required of a care service to comply with the Public Services Reform (Scotland) Act 2010 and Regulations or Orders made under the Act or a condition of registration. Where there are breaches of the Regulations, Orders or conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Care Inspectorate.

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.

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

## Inspection report continued

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 6 - Excellent**

**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 0345 600 9527 or visiting one of our offices.

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

## 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 after a short-term announced inspection which took place on 28 and 29 October 2014.

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

30 questionnaires were sent to the service to distribute to service users - ten were returned.

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

- Interviews with 4 staff.
- Interviews with 10 service users.
- Interviews with managers.
- 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

### 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.firewwwcotband.org](http://www.firewwwcotband.org)

### **What the service has done to meet any recommendations we made at our last inspection**

The manager of the service now has regular supervision and the software used by housing officers has been upgraded to be more efficient.

### **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**

Ten service users were spoken with formally during the inspection and ten care service questionnaires were returned to the inspectorate. The views expressed were generally very positive about the service. Here are some of the things people said:-

- I am extremely grateful for the help, support and information I have received from housing support. It has helped me through a difficult time and empowered me to sort things out and improve my situation.
- I am extremely happy with the support and the manner in which it has been carried out. I cannot say how much my life has changed for the better. I am more settled than I have ever been.
- The service has helped me sort the damp problem in my house which was effecting my health.
- The service is helping me to get a community alarm.

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



## Inspection report continued

- I was given an information pack when I started using the service.
- I know who to ring if I had a complaint.
- The staff are exceptional, they take me places, help me with my mail and phone calls.
- The staff treat me with respect and are extremely helpful.
- This service has assisted me to turn my life around.
- Excellent, incredibly helpful. They send me a text to remind me of an appointment. They know I have trouble remembering things.
- Yes I did get a customer survey not long back.
- I have had review meetings yes.
- It's an amazing service; helped me get a flat and now a job.

### Taking carers' views into account

No carers were interviewed as part of 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

The service had an excellent 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. Service users are personally given the survey, it is explained to them and they are left to complete it and post it back to the service. Feedback is collated by the Housing Quality Performance Unit, and any outcomes are actioned by the service.
- An annual survey also goes out to stakeholders. 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 the Breathing Space Initiative, aimed at people who have mental health crises, and how to publicise this.)
- All personal plans are formally reviewed every 3 months. Service users confirmed they were present and that their views were listened to. The Better Futures element of the support plans measures outcomes from these reviews. This was seen in the support plans inspected.

## Inspection report continued

- 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. Complaint information includes how to contact the Care Inspectorate.
- When a person ends their contract with the service, there was an exit survey which gathered people's experiences of service delivery. This information was used to improve the service.
- 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.
- The service now includes service users in the recruitment process for new support staff. Selected volunteers meet with prospective staff at an informal gathering where service users tell their story and candidates have the opportunity to have discussions with them. Service users comments are taken into account during the selection process.

The service is to be congratulated on how they have developed their participation practice and when this is combined with the excellent and professional working relationships staff have with people the result is a service which is effective in gathering people's view to improve what it does.

### Areas for improvement

The inspector discussed the involvement of service users in recruitment with the service and felt it could be further developed so that formal feedback from service users was incorporated in the process. The service acknowledged this and agreed to look into this.

**Grade awarded for this statement: 6 - Excellent**

**Number of requirements: 0**

**Number of recommendations: 0**

## Inspection report continued

### Statement 2

We enable service users to make individual choices and ensure that every service user can be supported to achieve their potential.

#### 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. The plans incorporated Better Futures outcome measuring which tracked people's progress towards achieving their stated aims.
- 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. One service user who was interviewed confirmed that without support they would never have been able to attain a house.
- 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 sleep issues, depression and damp in the house that they had been helped to address by their HSO.

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

## Inspection report continued

The inspector was impressed by the way service users reported that they had strong relationships with staff and this made the support they got all the more effective. Most service users spoken to by the inspector reported that intervention from staff had helped them to improve their lives.

### Areas for improvement:

Some of the staff spoken with and who gave their views to the Inspectorate felt their service would be improved if they had the benefit of increased access to technology such as laptop/tablets that they could take out to people's home and use to record support plans and access online forms. The managers of the service acknowledged this and said that they had already begun to advocate for these resources from the provider.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

## Inspection report continued

### Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 6 - Excellent

#### 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: 6 - Excellent

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

The inspector found that the service had an enthusiastic and well-trained workforce who were confident in their roles and were very good at making professional relationships with people. 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. A recent talk had been about the Breathing Space initiative.
- Staff interviews 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.
- HSD's 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. Recordings of these observations were inspected and showed focus on professionalism, attitude, customer focus, communication and housing support planning. Staff confirmed this routinely took place.



## Inspection report continued

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- Staff worked alongside other agencies to ensure that customers got the support they needed and were entitled to. There were numerous examples from service users in relation to support getting grants, benefits, housing environment support and mental health referrals. One agency the service worked alongside to provide education on housing in schools said: 'The staff team at DCCST are very reliable and communicate well with our service whether it is about an individual or the schools programme we deliver.'

The aspect of this service which made them exemplary was the quality of relationship staff were able to build with service users and the effectiveness of their interventions.

### Areas for improvement

The service needs to continue to develop how its effects the lives of service users for the better. Its proactive approach to tackling the ever-changing benefits landscape and its ability to access those in need of their service should continue to be a priority.

Grade awarded for this statement: 5 - Excellent

Number of requirements: 0

Number of recommendations: 0



## Inspection report continued

### 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.

#### Area for improvement

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

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

## Inspection report continued

### 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 very good quality assurance system supported by its provider and from within the service itself. Here are some of the strengths that were identified:

- It is clear that the health and wellbeing of service users was at the core of what this service does with its person centred and detailed approach. (The information for this can be found in Quality Theme 1 statement 3).
- The service had a good level of participation whereby service users, staff and other stakeholders can have an input into what the service delivers. (The information for this can be found in Quality Theme 1 statement 1).
- The service had effective systems in place to support staff, to develop their skills via training and supervision - they also involve staff in developing the service. (The information for this can be found in Quality Theme 1 statement 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.
- The service is continually planning its development and this was evidenced in its housing department unit plan. This outlined how the service was going to develop and who was responsible for achieving this. The most recent service development plan included:- starter pack uptake, maximising uptake of the service, Better Futures and joint working.

The inspector was impressed with the way that quality assurance was embedded within the ongoing practice of the service. He was impressed with the proactive approach to improvement and the open attitude to new ideas and ways of including staff and service users.

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## Inspection report continued

### Areas for improvement

As discussed earlier in the report, the inspector felt the service might further benefit from its own development plan.

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

**Number of requirements: 0**

**Number of recommendations: 0**

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

## 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

Quality of Care and Support - 5 - Very Good	
Statement 1	5 - Excellent
Statement 2	5 - Very Good
Quality of Staffing - 6 - Excellent	
Statement 1	6 - Excellent
Statement 3	6 - Excellent
Quality of Management and Leadership - 5 - Very Good	
Statement 1	6 - Excellent
Statement 4	5 - Very Good

## 6 Inspection and grading history

Date	Type	Gradings
16 Oct 2009	Announced (Short Notice)	Care and support 5 - Very Good Staffing 5 - Very Good Management and Leadership 5 - Very Good
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.

