

REPORT TO: COMMUNITIES COMMITTEE ON 10 JUNE 2008

SUBJECT: CARE COMMISSION INSPECTIONS – RESETTLEMENT SERVICE, 16-24 HOUSING SUPPORT SERVICE & HOMELESS HOSTELS AND HOUSING SUPPORT

BY: DIRECTOR OF COMMUNITY SERVICES

1. REASON FOR REPORT

- 1.1 This report provides the Communities Committee with the details of the Care Commission's Inspection reports on the Council's Resettlement Service, 16-24 Housing Support Service and the Homeless Hostels & Housing Support Services.
- 1.2 This report is submitted to the Committee in terms of the Council's Administrative Scheme relating to homelessness.

2. RECOMMENDATION

2.1 It is recommended that the Communities Committee:-

- (i) notes the Care Commission reports on the Resettlement Service, 16-24 Housing Support service & the Homeless Hostels and Housing Support service;**
- (ii) notes that implementation plans have been developed to address recommendations arising from the reports;**
- (iii) notes that a separate report on the Committee's agenda proposes means of addressing the requirement identified by the care Commission to have sufficient staff in place in support projects; and**
- (iv) agrees that a further report on the Care Commission inspection process be presented to the Committee once gradings for the services inspected are available.**

3. BACKGROUND

- 3.1 The Care Commission was established in 2002 as a result of the Regulation of Care Act 2001 as a new independent body to regulate care services in Scotland. Services providing housing support had to register with the Care Commission by 1 April 2003. The Housing Service registered four services with the Care Commission:- Sheltered Housing, 16-24 Housing Support service, the Resettlement service, and Homeless Hostels and Housing Support service. The outcome of the Care Commission inspection of the Council's Sheltered Housing will be reported to the Housing Sub Committee in June 2008.
- 3.2 The Regulation of Care Act 2001 also made provision for the development of National Care Standards to form the basis for inspections by registered services by the Care Commission. Therefore, the inspections by the Care Commission were undertaken on the basis of National Care Standards: Housing Support Services.
- 3.3 In 2008, the Care Commission commenced its inspections with the Hostel Service on 12 February 2008, the Resettlement Service on 21 February 2008, and the 16-24 Housing Support Service on 4 March 2008. The reports are public documents and are published on the Care Commission's website and can be made available to service users. Copies of the inspection reports have been made available in the Members' library.

4. OUTCOME OF INSPECTIONS IN 2008

- 4.1 Generally, the inspection reports highlight many strengths and good practice within the services, particularly in relation to service user satisfaction and the quality of the services provided. The reports can be summarised as follows:

4.2 Homeless Hostels

- 4.2.1 The improvement action plan agreed in 2007 highlighted 16 recommendations from the Care Commission to improve the Homeless Hostels Service. Of these, 12 of the recommendations had been fully met by the service and significant work had been progressed in terms of the other 4 recommendations that remain outstanding. During feedback on the inspection process with Service Managers, the Care Commission Officer noted that significant improvements had been made across all of the service and praised the Council for the extent to which actions in the 2007 improvement plan had been achieved.

- 4.2.2 Strengths identified include:

- Communication within the Service had significantly improved over the last year and all staff were clearer on their roles and responsibilities
- Information on clients was more available and there was a better understanding of policies & procedures

- Staff had received training appropriate to their roles and responsibilities and all staff had the opportunity of taking part in annual appraisal.
- Staffing levels had increased and the service staffing schedule within hostels had been met at least 96% of the time.
- Members of staff were aware of the proposed supervision structure and were confident this would be made available to them during 2008/09.
- The Service had developed a training plan compiled from individual staff appraisals and the criteria set for employees of the service as set by the Scottish Social Services Council.
- A Moray Council Corporate whistle blowing policy and procedure was available to members of staff to safeguard the health & welfare of service users.
- Risk Assessments were being completed for all new referrals into the service and were retained within individuals files.
- The Service had developed a system for recording incidents and accidents and completed forms were audited by senior members of staff.
- All prospective staff were subject to enhanced Scotland Disclosure checks prior to appointment.
- Policies and procedures were available to all members of staff and staff training had included the revision and understanding of these policies.
- An experienced staff group were in place and new staff were able to shadow experienced colleagues as well as complete their staff induction.
- The service had a child protection policy and procedure in place which gave members of staff guidance on what to do if any child protection issues arose and members of staff were familiar with the contents of this policy.

4.2.3 Areas for Development include:

- The Service needs to develop a policy and procedure on restraint which includes guidance from the mental welfare commission's document "Rights, risks and limits to freedom".
- Staff need to be given training and guidance on how to recognise and refer adult protection issues.
- The Service needs to ensure that when child protection issues arise, staff follow policies and procedures and record referrals made to the lead agencies in child protection.
- All service users should have a support plan in place that explains and informs how the service is delivering support to them.
- Housing Support plans need to be reviewed on a regular basis
- The tenant handbook for residents needs to be further expanded in terms of support provision
- Staff supervision is made available to staff on a regular basis

4.3 Resettlement Service

4.3.1 Strengths identified include:

- The Service had policies and procedures in place that gave a clear understanding of how the service was delivered. These were regularly updated and included child protection, adult protection and restraint.
- There was a clear understanding of staff duties and responsibilities in terms of child and adult protection.
- Training on adult protection was provided on a regular basis.
- Personal support plans were in place and were reviewed on a regular basis

4.3.2 Areas for development include:

- The Care Commission highlighted that the service must have sufficient staffing to cover periods of ill health and holidays for permanent members of staff.

4.4 16-24 Housing Support Service

4.4.1 Strengths identified include:

- The Service had policies and procedures in place that gave a clear understanding of how the service was delivered. These included child protection and members of staff had a good understanding of how such matters should be progressed.
- Staff were familiar with the service's Adult Protection policy and were aware of measures to take if they considered a vulnerable adult was being physically, emotionally or financially abused.
- Staff had the opportunity to attend non-statutory training which had been identified through supervision with their line manager
- Restraint was not used within the service and it was not appropriate that restraint should ever be considered
- Staff were aware of best practice and kept up to date by familiarising themselves with guidance from the Government

4.4.2 Areas for Development included:

- The Service should develop a suitable risk assessment model for each service user for the health & safety of staff
- The Service should develop a missing persons policy

5. IMPROVEMENT ACTIONS

- 5.1 The Council is required to develop improvement plans for the Resettlement Service, 16-24 Housing Support Service, the Homelessness Hostels and the Sheltered Housing Service to address areas for development arising from the reports. These improvement plans have been accepted by the Care Commission and have been made available in the Member's library.

6. REVIEW OF HOUSING SUPPORT SERVICES

- 6.1 A review of Housing Support Services commenced in September 2007. The potential to combine the Resettlement Service and the 16-24 Young Persons Service into one service is currently being investigated. This has also been discussed with the Care Commission who agree that this might be the best long-term option for these services. It will also present a financial saving in terms of dual registration of the existing services.
- 6.2 A separate report relating to housing support is elsewhere on this Committee's agenda. That report recommends that the Council agrees to create an additional two Support Officer Posts to enhance service provision. By taking this course of action the Council will also address a major weakness identified in the Care Commission's inspection of the Council's Resettlement Service and 16-24 Housing Support Service.

7. CHANGES TO THE INSPECTION PROCESS

- 7.1 From 1 April 2008, the Care Commission has changed the way that it will regulate service providers. In future, the Care Commission want to target their inspections and to focus more on the people and their carers who use these services.
- 7.2 The main changes will involve:
- i) more involvement from people who use care services and their carers, in assessing the quality of care;
 - ii) the introduction of a grading scheme to help report on the quality of care service;
 - iii) improving how the Care Commission register and inspect care services;
 - iv) having a system to assess how much inspection time service providers need from the Care Commission; and
 - v) spending more inspection time on services that need to improve and less time on services that are performing well.
- 7.3 Each Service will be required to complete an online self assessment ahead of its next inspection. This will involve a self-grading exercise in terms of the framework of Quality Themes and Statements which link to the National Care Standards. The service must demonstrate that it has involved service users in the assessment, and this will be reflected in the grades Services will not be

able to achieve higher grades if people who use their services have not been actively involved.

- 7.4 Graded inspections will be published in future inspection reports and added to the Care Services Register on the Care Commission website from July 2008.

8. SUMMARY OF IMPLICATIONS

(a) Corporate Development Plan/Community Plan/Service Improvement Plan

Housing support services are an integral part of the homelessness service and tackling homelessness is a priority identified in the Council's Single Outcome Agreement, the Moray Community Plan, the Council's Local Housing Strategy and Homelessness Strategy and the Community Services Department's Improvement and Development Plan.

(b) Policy and Legal

None.

(c) Resources (Financial, Risks, Staffing and Property)

None

(d) Consultations

Consultations have taken place with the Director of Community Services, the Chief Housing Officer, the Housing Programmes Manager, the Housing Strategy & Development Manager, the Supported Accommodation Manager and the Head of Financial Services.

9. CONCLUSION

- 9.1 **This report informs the Communities Committee of the details of the Care Commission's Inspection reports on the Council's Resettlement, 16-24 Housing Support and Homeless Hostels services. It summarises the areas of strengths identified in the Care Commission reports and identifies where improvement action is required.**

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Background Papers: Held on file by Richard Anderson
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