



REPORT TO: COMMUNITIES COMMITTEE ON 1 DECEMBER 2009

SUBJECT: CARE COMMISSION INSPECTIONS – HOMELESS HOSTELS

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 report on the Council's Homeless Hostels Housing Support Service.
- 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 considers the Care Commission report on the Homeless Hostels Housing Support Service.**

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 Regulation of Care Act 2001 also made provision for the development of National Care Standards to form the basis for inspections of registered services by the Care Commission. The Homeless Hostels are inspected in terms of the National Care Standards: Housing Support Services.
- 3.2 The Care Commission re-inspected the Homeless Hostels on 29 July 2009. Copies of the inspection report have been made available in the Members' library. This report is also a public document and is published on the Care Commission's website and can be made available to service users.

4. THE INSPECTION PROCESS

- 4.1 The Care Commission now requires each registered service to complete a self evaluation ahead of its inspection. As part of the evaluation, the

registered service is asked to grade each inspection theme in line with the National Care Standards: Housing Support Services and provide evidence as to how this grade has been determined. The grades system within the evaluation process ranges from 1 (unsatisfactory) to 6 (excellent).

- 4.2 The Care Commission concentrated on three key themes for the homeless hostels inspection: Quality of Care and Support, Quality of Staffing and Quality of Management and Leadership.
- 4.3 As part of the inspection, the Care Commission reviews the information, evidence and grading provided in the self evaluation and can raise or lower the grading of the service depending on what is found during the inspection. It can also make recommendations on how particular areas of the service could be improved or if it finds something more serious, it will make a requirement of the service to take immediate improvement action. Failure to comply with a requirement can lead to further enforcement action or if severe - a closure of the service.

5. OUTCOME OF THE INSPECTION

- 5.1 The inspection report highlights a significant improvement across all of the key themes that the Care Commission inspected. Service User views were also recorded and show high levels of service satisfaction – in particular their praise of staff and the way that they support and deliver services to those who live in the hostels.
- 5.2 There are no requirements or recommendations leading from this report. All recommendations arising from last year's inspection have been fully implemented.
- 5.3 The report graded the service as follows:

Theme	Grade	Outcome
Quality of Care and Support	4	Good
Quality of Staffing	4	Good
Quality of Management and Leadership	4	Good
Final Outcome Grade	4	Good

- 5.4 This compares with the previous inspection on 4 November 2008 when the service was graded as:

Theme	Grade	Outcome
Quality of Care and Support	3	Adequate
Quality of Staffing	3	Adequate
Quality of Management and Leadership	2	Weak
Final Outcome Grade	2	Weak

6. IMPROVEMENT ACTIONS

- 6.1 As part of the Homeless Improvement Plan, the Council will develop a Service User Framework to enable service users views to be sought and where appropriate to be acted upon. The Care Commission praised this approach and highlighted that this is likely to have a positive impact on any future inspections of the homeless hostels.

7. SUMMARY OF IMPLICATIONS

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

Housing support services are an integral part of the homelessness service. 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**

There are no policy or legal implications associated with this report.

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

There are no direct resource implications arising from this report.

(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 Principal Accountant (Deborah Bosworth).

8. CONCLUSION

- 8.1 **This report informs the Communities Committee of the details of the Care Commission's Inspection report on the Homeless Hostels Housing Support Service.**

Author of Report: Richard Anderson, Housing Needs Manager
Background Papers: Held on file by Richard Anderson
Ref: CC/RA/JE – Care Commission – 1 December 2009

Signature: 

Date: 18 November 2009

Designation: Chief Housing Officer

Name: Jill Stewart