



REPORT TO: COMMUNITIES COMMITTEE ON 29 APRIL 2014

SUBJECT: INSPECTION OF SHELTERED HOUSING BY THE CARE INSPECTORATE

BY: ACTING CORPORATE DIRECTOR (ENVIRONMENTAL SERVICES)

1. REASON FOR REPORT

- 1.1 This report provides the Communities Committee with details of the inspection of the Council's sheltered housing warden service by the Care Inspectorate.
- 1.2 This report is submitted to Committee in terms of the Council's Administrative scheme relating to the management of the Council's housing stock.

2. RECOMMENDATION

2.1 It is recommended that the Communities Committee:-

- i) **considers and notes the Care Inspectorate report;**
- ii) **welcomes the sustained grades that the Council has achieved in relation to the quality of its care and support; and**
- iii) **agrees that an action plan is written by the service to set out the actions it will take in response to the recommended areas for improvement.**

3. BACKGROUND

- 3.1 The Care Inspectorate is the regulatory body for care services in Scotland. It replaced the Care Commission from 1 April 2011. The Care Inspectorate inspects the quality of services in terms of the Social Care and Social Work Improvement Scotland (requirements for Care Services) Regulations 2011.
- 3.2 On 31 January 2014, the Care Inspectorate completed a further inspection of the Council's sheltered housing service. A copy of the inspection report was published on the Care Inspectorate website www.careinspectorate.com on 25 February 2014. This is a public document. A copy of the inspection report has been made available in the Members' library and on the Members' Portal.

4. **THE INSPECTION PROCESS**

- 4.1 Prior to an inspection, each service is required to complete a self evaluation and grading statement. This identifies the current strengths of the service and areas where the service feels that it needs to improve or further develop.
- 4.2 The Care Inspectorate will then inspect the service and grade elements of care which they refer to in their inspection report as “quality themes”. The final grade is determined by the lowest grade that the service receives across all of the themes that have been inspected.
- 4.3 On 24 and 31 January 2014, the Care Inspectorate carried out a low intensity inspection of the sheltered housing warden’s service. These inspections are normally carried out when the Care Inspectorate are satisfied that services are working hard to provide consistently high standards of care. The Care Inspectorate inspected the following quality themes:
- Quality of care and support;
 - Quality of staffing; and
 - Quality of management and leadership.
- 4.4 As part of the inspection process, 3 sheltered housing complexes were visited and 15 service users were interviewed about the quality of the services that they receive.

5. **OUTCOME OF THE INSPECTION**

- 5.1 The final report graded the service as follows:-

Theme	Grade	Outcome
Quality of care and support	5	Very Good
Quality of staffing	5	Very Good
Quality of management and leadership	5	Very Good
Final Outcome Grade	5	Very Good

- 5.2 The previous inspection of the sheltered housing service took place on 14 March 2012. This was also a low intensity inspection and only two of the quality themes were inspected on that occasion. The outcome of the inspection was presented to Communities Committee on 21 August 2012 (paragraph 18 of the Minute refers). The previous grades are provided below:

Theme	Grade	Outcome
Quality of care and support	5	Very Good
Quality of staffing	5	Very Good
Quality of management and leadership	-	-
Final Outcome Grade	5	Very Good

- 5.3 A number of key strengths were highlighted during the inspection completed on 31 January 2014.

Quality of care and support

- 5.4 The sheltered housing service helps tenants to remain independent and stay in their own home. The Care Inspectorate acknowledged that the service used a range of options to involve tenants in the development of the service. This included personal interviews, forums, surgeries, website, posters, newsletter and surveys. Tenants were able to give their opinions about the service through the annual housing survey and a specific questionnaire for residents of sheltered housing has been developed. Brief care plans tailored to individual needs are reviewed every six months and the tenant is given the opportunity to raise any concerns or make or make suggestions to improve the service they receive.
- 5.5 The Care Inspectorate received positive feedback from the tenants who appreciated the service they received. The wardens gave them reassurance and helped them if they needed support by contacting appropriate services. Three of the schemes had established tenant groups which organised social events and activities to reduce social isolation and improve the health and wellbeing of tenants.

Quality of staffing

- 5.6 The Care Inspectorate found the quality of staffing in the sheltered housing service to be very good after speaking to staff, looking at training records and other documentation. They found staff to be knowledgeable and could demonstrate an understanding of their role in relation to adult support and protection. Staff received regular training to improve their skills. They had either completed Scottish Vocational Qualifications or were scheduled to take courses to gain the necessary qualification applicable to their post. The service benefited from Moray Council's policies relating to recruitment, whistle blowing and service user protection.
- 5.7 Staff felt they were supported by their immediate management and were confident they would get advice when required. They received regular supervision sessions with senior members of staff and attended annual employee reviews and development interviews. This identified training gaps and helped to ensure a high quality of staff.

Quality of management and leadership

- 5.8 The Care Inspectorate found the performance of the service to be very good in this area. Care plans are regularly audited by management. The service provided a variety of opportunities for service users to give feedback and this was used by management to develop and improve the service. Complaints were responded to quickly and efforts were made to resolve the issue to the complainant's satisfaction. Management were prepared to change working practices as a result of complaints or suggestions from tenants. The manager of the service was approachable and regularly met with tenants to discuss concerns or seek feedback on service improvement e.g. refurbishment of a communal room and the installation of a new stair lift at Larch Court, Elgin.

6. AREAS FOR IMPROVEMENT

6.1 There were no requirements or recommendations arising from this inspection. The Care Inspectorate did however identify some areas where it felt that the service could further improve and suggested that:-

- i) meetings held with tenants should be minuted and any actions identified continued into the next meeting for continuity;
- ii) a matrix to keep track of individual staff training needs should be developed;
- iii) staff should receive awareness training on dementia;
- iv) the service should consider opportunities to allow tenants of other sheltered housing schemes to get together to share the common facilities.

6.2 These areas of improvement will be considered by the service in 2014/15.

7. SUMMARY OF IMPLICATIONS

(a) Moray 2023 A Plan for the Future/Service Plan

Moray 2023 and the Service Plan (Priority 1- Local Housing Strategy) identify the need to provide accommodation for vulnerable/older people that is suitable and appropriate to their needs. The Care Inspectorate regulate the quality of these services and in doing so this helps the Council to promote healthier citizens and adults living healthier, sustainable independent lives safeguarded from harm.

(b) Policy and Legal

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

(c) Financial implications

There are no financial implications arising from this report.

(d) Risk Implications

There are no immediate risk implications arising from this report.

(e) Staffing Implications

There are no staffing implications arising from this report.

(f) Property

There are no property implications arising from this report.

(g) Equalities

There are no equalities issues arising from this report.

(h) Consultations

Consultation on this report has been carried out with the Acting Head of Housing and Property, the Supported Accommodation Manager, the Principal

Accountant (Deborah O'Shea), the Equal Opportunities Officer (Don Toonen) and the Legal Services Manager (Aileen Scott) and Lissa Rowan (Committee Services Clerk) who agree the contents.

8. CONCLUSION

- 8.1 This report informs the Communities Committee of the inspection of the Council's sheltered housing service by the Care Inspectorate and clarifies the grades achieved, areas of strength and recommends areas for improvement.**

Author of Report: David Munro, Acting Housing Needs Manager
Background Papers: Held by the Acting Housing Needs Manager
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