



REPORT TO: COMMUNITIES COMMITTEE ON 23 SEPTEMBER 2014

SUBJECT: INSPECTION OF HOUSING SUPPORT SERVICE BY CARE INSPECTORATE

BY: HEAD OF HOUSING AND PROPERTY

1. REASON FOR REPORT

- 1.1 This report provides the Communities Committee with details of the inspection of the Council's Housing Support 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 the Housing Support Service has achieved; and
- iii) notes that the service will implement the areas for improvement identified by the Care Inspectorate during 2014/15.

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 23 January 2014, the Care Inspectorate completed a further inspection of the Council's Housing Support Service. The previous inspection was completed on 21 August 2012 and a report was presented to this Committee on 11 December 2012 (paragraph 18 of the Minute refers).
- 3.3 The Housing Support Service helps people aged 16 and over, who are at risk of homelessness and vulnerable, to live as independently as possible in the community, regardless of the type of accommodation they live in. The type of support that is offered will depend on a person's individual needs. Support

may simply be advice and guidance or a more detailed person centred plan covering:

- Accommodation;
- Health;
- Emotional support;
- Finance;
- Practical skills;
- Social skills;
- Education, training and employment.

- 3.4 A copy of the inspection report was published on the Care Inspectorate website www.careinspectorate.com on 1 April 2014. This is a public document. A copy of the inspection report has been made available on the Members' Portal.

4. 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 this occasion, the Care Inspectorate carried out a low intensity inspection of the Housing Support Service. This type of inspection is normally carried out when the Care Inspectorate are satisfied that services are working hard to provide consistently high standards of care. The Care Inspectorate inspection was based on 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, the Care Inspectorate gathered evidence from various sources including the current self assessment document, nine Care Standard Questionnaires returned by service users, four service users' support plans, staff training records and various policies. Discussions also took place with four service users, two support workers and the manager of the service.

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 This compares with the previous inspection which took place on 21 August 2012.

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

5.3 A number of key strengths were highlighted within the inspection report:

Quality of care and support

5.4 The Care Inspectorate found that the Housing Support Service continues to provide a very good standard of care and support. It was observed that a service user framework is in place and support workers regularly use a range of different methods to gather the views of service users. Service users are given the opportunity to discuss and give comments about the support they receive and regular review meetings are held with senior support workers. Exit interviews are also conducted to assess the quality of care and support that the service user received during the period they were involved with the service. This is then used to improve and shape future service provision.

5.5 The Care Inspectorate found that the service is performing at an excellent standard in ensuring that service users' health and wellbeing needs are being met. This was evidenced through information that was included in the person centred support plans and also accompanying support workers when visiting service users. The Care Standard Questionnaires returned by service users, reported that service users were happy with the service provided and provided favourable comments about the support received by individual staff members.

Quality of staffing

5.6 The Care Inspectorate found that the quality of staffing in the Housing Support Service is performing at a very good standard after looking at a record of staff training and having discussions with the manager and support staff. The Care Inspectorate noted that all staff are recruited in accordance with the Moray Council's recruitment policy with appropriate Protection of Vulnerable Group

(PVG) and reference checks being made. All new staff members receive a corporate induction with an additional induction into the service. New staff are also paired with a mentor and they shadow these experienced staff members until they have developed a sufficient level of competency to have their own caseload.

- 5.7 Regular meetings with supervisors and managers take place, with supervision being carried out by the manager every two months and case management with Senior Support Workers in alternate months. Training needs are discussed during supervision meetings and appropriate training is arranged to meet any gaps.

Quality of management and leadership

- 5.8 The Care Inspectorate found the performance of the service to be very good in this area after considering the reporting structures within the council and the service's management systems in place. They noted that the service produces a comprehensive suite of performance management reports on a monthly, quarterly and annual basis.
- 5.9 The service provides a variety of opportunities for service users to give feedback by speaking face to face with service managers, attending reviews and completing questionnaires. The Care Inspectorate recognised that regular audits of support plans took place as part of case management meetings between the support worker and senior support worker. The support plans are discussed and reviewed for completeness and appropriateness of support being provided.

6. IMPROVEMENT ACTIONS

- 6.1 There are 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:-
- ideas to involve service users in all aspects of the service should be explored;
 - make sure service users are fully aware of the complaint procedures;
 - staff members should continue to receive an appropriate level of training to meet the needs of service users;
 - develop accurate training records and a detailed annual training plan; and
 - continue to develop reporting systems and consider setting targets for the number of file audits to be carried out.
- 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 2 – Tackling Homelessness) identify the need to tackle and prevent homelessness where possible by providing support to vulnerable households. The Care Inspectorate regulate the quality of housing support services and by doing so help the Council to promote 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 Head of Housing and Property, the Principal Accountant (Deborah O'Shea), the Equal Opportunities Officer, Senior Solicitor (Kathryn Macpherson) and the Committee Services Officer (Lissa Rowan) who agree the contents.

8. CONCLUSION

- 8.1 This report informs the Communities Committee of the inspection of the Council's Housing Support 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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