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**REPORT TO: COMMUNITIES COMMITTEE ON 18 AUGUST 2015**

**SUBJECT: CARE INSPECTORATE – HOMELESS HOSTELS INSPECTION**

**BY: CORPORATE DIRECTOR (ECOMONIC DEVELOPMENT,  
PLANNING AND INFRASTRUCTURE)**

**1. REASON FOR REPORT**

- 1.1 This report provides the Communities Committee with details of the inspection of the Council's Homeless Hostels by the Care Inspectorate.
- 1.2 This report is submitted to Committee in terms of Section III (G) (4) of the Council's Scheme of Administration relating to homelessness.

**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 Homeless Hostels service has achieved; and
  - iii) notes that the service will implement the areas for improvement identified by the Care Inspectorate during 2015/16

**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 18 February 2015, the Care Inspectorate completed a further inspection of the Council's Homeless Hostels. The previous inspection was completed on 25 April 2013 and a report was presented to this Committee on 27 August 2013 (paragraph 12 of the Minute refers).
- 3.3 The Homeless Hostels service provides housing support to households living in temporary accommodation managed by the Council. Temporary accommodation is provided within hostels and dispersed housing throughout Moray. The hostels are staffed on-site to offer advice, guidance and support.
- 3.4 A copy of the inspection report was published on the Care Inspectorate website [www.careinspectorate.com/](http://www.careinspectorate.com/) on 26 March 2015. 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 Homeless Hostels. 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 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, sixteen Care Standard Questionnaires returned by service users, two residents' care plans including daily notes, staff training records and various policies. Discussions also took place with ten service users, three hostels housing support workers, Supported Accommodation Officer and the manager of the service.

#### **5. OUTCOME OF THE INSPECTION**

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

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
<b>Final Outcome Grade</b>	<b>5</b>	<b>Very Good</b>

- 5.2 This compares with the previous inspection which took place on 24 April 2013. This was also a low intensity inspection.

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
<b>Final Outcome Grade</b>	<b>5</b>	<b>Very Good</b>

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

5.4 **Quality of care and support**

The Care Inspectorate found the performance of the service to be of a very good standard in this area. Service users were fully involved in various aspects of their care from the date they entered the service until they left. Supports plans were developed along with service users and the level of support provided is tailored to an individuals requirements. All service users received regular reviews, occurring more frequently when they first entered the service to less frequently the longer they stayed in the service.

5.5 The service continued to perform at a very good level in terms of the health and wellbeing needs of service users. Service users were supported to register with a local GP when required. Hostel Housing Support Workers supported service users to submit benefit forms, housing applications and job applications. The service also provided emergency food packages to service users, or directed them to food banks. Exit questionnaires completed by service users when they moved on from the service were positive.

5.6 **Quality of staffing**

The Care Inspectorate found that the quality of the Homeless Hostels staff to be very good and 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 and a comprehensive service induction. All staff members reported that training was always available and Moray Council had recently implemented a new IT system enabling staff to book themselves on to courses with managers then providing approval.

5.7 Examples were provided of staff members being well motivated and providing support beyond that which was expected of them. A member of the Homeless Hostels staff team received the Gold Award for Excellence in the Chief Executive's Employee Recognition Scheme following a thank you letter from a service user.

5.8 The Care Inspectorate acknowledged that service users participated in assessing and improving the quality of staffing in the service. Service users met potential candidates when they arrived for an interview and their views of the candidate were considered when a final decision was made. The exit interviews when service users moved on from the homeless service requested feedback on the friendliness, helpfulness, politeness and sensitivity of the staff members.

5.9 **Quality of Management and Leadership**

The Care Inspectorate found the performance of the service to be very good in this area. Support plans were regularly audited by managers. Health and safety audits were carried out and checklists were in place. Portable appliances (e.g. cookers, toasters and kettles) are tested on an annual basis and the fire alarms were tested regularly. Visual room checks were carried out by staff members along with the service user. The frequency of these checks varied depending on the service user. A maintenance book was available to monitor that all repairs had been completed.

- 5.10 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 service was introducing a new rent setting policy for temporary accommodation and service user's views were encouraged through questionnaires and a public consultation placed on the Council's website.

## **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 we:-
- continue to provide support to the service users to a level which meets their needs and enables them to move on to more permanent accommodation;
  - ensure individual staff members keep their training up to date with management systems in place to check this happens;
  - make sure staff members are aware of the need for them to register with the Scottish Social Services Council whenever the register opens for them;
  - continue to monitor all aspects of the service to ensure all support is provided appropriately, service user's views are acted upon and the safety of service users and staff is considered.
- 6.2 These areas of improvement will be implemented by the service in 2015/16.

## **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 directly 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 (Don Toonen), 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 Homeless Hostels by the Care Inspectorate and clarifies the grades achieved, areas of strength and recommends areas for improvement.**

Author of Report: David Munro, Housing Services Manager

Background Papers: Held by the Housing Services Manager

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