

EAST RENFREWSHIRE COUNCILCABINET12 October 2017Report by Director of EnvironmentSHELTERED HOUSING SERVICE INSPECTION**PURPOSE OF REPORT**

1. This report advises the Cabinet of the outcome of the recent unannounced inspection by the Care Inspectorate of the housing support services provided to East Renfrewshire Council's sheltered housing tenants.

RECOMMENDATIONS

2. The Cabinet is asked to note the very positive outcome of the recent inspection and the steps that will be taken to further improve the services offered to sheltered housing tenants.

BACKGROUND

3. East Renfrewshire Council's Housing Services deliver a housing support service to over 250 older people living in the Council's eight sheltered housing complexes. The housing support service is delivered by a team of 16 sheltered housing warden staff who are on site seven days a week from 8am till 4pm. Staff are supported by a Sheltered Housing Manager.

4. The Care Inspectorate carried out an unannounced inspection in July 2017 to check how the service was performing. The inspector looked at compliance with the National Care Standards and Care Inspectorate guidance.

5. The inspection focused on two areas - the quality of care and support being offered and on the quality of the staff providing the service.

6. As a registered service, there is a requirement on the service to comply with the National Care Standards.

REPORT

7. A copy of the report prepared by the Care Inspectorate following their visit is attached as Appendix 1. This has been made available to all users of the service.

8. Tenants using the service and staff contributed towards the inspection by completing feedback questionnaires. Whilst on site, the Inspection Team visited a number of complexes where they spoke to staff and residents. Policies and other documents such as support plans, training plans and HR records were checked. Responses to the few tenant complaints received were also analysed.

9. The quality of care and support provided was graded as “very good”. Staff were seen by service users as being friendly, helpful and caring. The inspector noted that good outcomes for those using the service were being delivered with tenants experiencing improved health and wellbeing.

10. The quality of the staffing was also graded “very good” by the inspectorate with the service management being seen as knowledgeable and supportive of the staff.

11. As noted in their report, no formal requirements or improvements have been asked of the service as a result of the inspection.

12. Some suggested areas for improvement were made by the inspector. These areas are now being looked at with staff and tenants and will be incorporated in the Sheltered Housing Service Improvement Plan.

FINANCE AND EFFICIENCY

13. There will be some financial implications for the service in terms of the continued delivery of this support service given that warden staff will be required to register with the Scottish Social Services Council (SSSC), and thus to be suitably qualified, as of October 3rd 2017. However these costs can be met from within existing budgets.

CONSULTATION

14. Staff and residents have been provided with access to the report and will be consulted on any proposed service improvements arising from the inspection.

PARTNERSHIP WORKING

15. The service works in partnership with HSCP and the Council's CCTV control room to ensure that an effective housing support which meets service user needs is delivered.

IMPLICATIONS OF THE PROPOSALS

16. There are no implications associated with this report in terms of staffing, property, IT, equalities or sustainability.

CONCLUSIONS

17. The outcome of the recent unannounced inspection was extremely positive, with “very good” ratings being received for both inspection categories.

RECOMMENDATIONS

18. The Cabinet is asked to note the very positive outcome of the recent inspection and that steps will be taken to further improve the services offered to sheltered housing tenants.

Director of Environment

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September 2017

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Sheltered Housing Warden Service Housing Support Service

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211 Main Street
Barrhead
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G78 1SY

Telephone: 0141 577 3214

Type of inspection: Unannounced
Inspection completed on: 25 July 2017

Service provided by:
East Renfrewshire Council

Service provider number:
SP2003003372

Care service number:
CS2009232347

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About the service

The Sheltered Housing Warden Service is registered to provide support to older people who live in sheltered housing provided by East Renfrewshire Council. The service currently provides support to 257 people within 8 complexes:-

- Bellfield Court, Barrhead
- Fordyce Court, Newton Mearns
- Graham Street Complex, Barrhead
- Hawthorn Court, Busby
- Kirk Glebe Complex, Neilston
- Linnpark Court, Netherlee
- Montgomerie Court, Eaglesham
- Waterford Road Complex, Giffnock

The complexes vary in style but are specifically designed for older people who would benefit from additional security and housing support. All of the properties are fitted with an alarm system that enables tenants to access emergency support out with the wardens working hours. The complexes have communal facilities and some have laundry facilities.

The service aims to provide safe and secure homes with trained staff that value people's differences and respond to individual needs through partnership working with other agencies. This will improve the quality of life for all customers regardless of need and enable older people to live independently and be actively engaged in the wider community.

What people told us

We sent questionnaires to the service to be distributed to service users and their carers/relatives. The responses reflected very good levels of satisfaction for the quality of care and support provided. Some of the responses given include:-

'I am more than happy with the support and attention given by the two wardens at [complex]'.

'The warden is helpful and considerate and good at her job'.

'I cannot make any further comment as all the staff do all they can to make me comfortable'.

'I have been in sheltered housing for [number] years and feel extremely safe. The wardens provide a great service and East Renfrewshire Council are superb'.

'I can't praise the care here any higher. The staff are caring and helpful at all times. I am going to be dependent on people shortly and I am very grateful I have the staff here at my back and I won't be embarrassed to ask for help or assistance from the warden here'.

'We are very lucky to have such a pleasant helpful warden'.

'The staff have been very professional and caring keeping me up to date and making sure all my needs are met. Have been very patient to me when I discuss any problems I have. The warden especially are more like friends. They are a 'blessing' and great credit to your company'.

'The staff here are first class and when I have needed either one they have been there and helped with what I have asked of them'.

'I have found the staff to be very helpful and kind in anyway, they help and their kindness is very good so it helps one to get by. Keep up the good work'.

'My warden [name] is a very good warden, nothing is a bother to her'.

'The wardens were fantastic although I have family they were always every day wanting to see if I was

comfortable and if I needed anything at all, anything they are so friendly and genuine count ask for nicer wardens... so thank you to all'.

'I cannot fault the care, help and attention the wardens give my mother and our family. They are fantastic, caring, professional and helpful could not ask for anything more. Please pass on my thanks'.

'One staff member in particular is very supportive and I feel that she really cares about me'.

'I enjoy living in the sheltered housing complex. The staff are helpful, caring and kind. I know that if I had any problems I could call on any of the wardens for help'.

'I have lived here for many years and have been more than satisfied with my care... my worries are looked after as well which is a great help when you are on your own'.

'I am quite happy with our wardens and the way everything is ran'.

'My warden [name] I find to be most helpful and friendly'.

'I am very happy at [complex]. It is a safe, pleasant environment. The atmosphere with staff and residents is very pleasant'.

'No complaints. Well looked after by wardens and all the staff'.

'I have two nice wardens, they are very caring and helpful'.

'I cannot make any further comment as all the staff do all they can to make me comfortable'.

Self assessment

The Care Inspectorate did not request a self-assessment for this inspection year.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

What the service does well

Tenants live in purpose-built developments and all developments have shared lounges or a common room. Tenants benefit from the adapted accommodation, 24-hour alarm service, housing support, activities and social opportunities. It was our observation that these complexes are well maintained and the gardens are beautiful spaces for tenants to enjoy. The service has developed good links with the local community and to promote fire safety awareness and crime prevention. Tenant's spoke of feeling safe within the complexes.

Each sheltered housing complex has a warden who undertakes a range of tasks in order to improve outcomes for tenants. Warden's in partnership with tenants develop support plans which are reviewed six-monthly or sooner if needed. They also undertake risk assessments to improve safety levels, carry out daily wellbeing checks, facilitate social opportunities and liaise with other professionals to improve the health and wellbeing of tenants. The staff that we spoke with presented as very motivated and focussed on improving outcomes for the service user's and their families. They spoke about the value of the sheltered housing service for people and their commitment to providing a good service.

Prospective and new tenants have a range of information made available to them. The service is rolling out WiFi for tenants to improve skills and improve access to information. We were able to see that tenant's participate in evaluating the service, making choices about changes and making suggestions for improvements.

The management of the service visit each complex regularly and staff said they felt supported by these visits. Regular meetings, supervisions and discussions with staff ensured the relevant records were in place and up dated as required. It is clear from our conversations with staff that team meetings are instrumental in developing a sense of team working, providing colleague support, allowing the sharing of ideas and in identifying areas for improvement. In our conversation with staff, it is clear that the wardens value the manager's support and guidance and feel confident in their own ability to manage the complexes. It is our observation that the manager's style of leadership has been a positive role model in developing the leadership qualities of the wardens. We directed the management to the Scottish Social Service Council (SSSC) Step into Leadership toolkit which is aimed at improving the leadership qualities of all staff at different levels in the organisation.

The majority of service users we heard from expressed high levels of satisfaction with the service. Many spoke of experiencing positive outcomes as a result of living in the complexes such as, improved sense of safety, improved social opportunities and improved health and wellbeing. Tenants spoke very positively of the relationship and support from wardens.

What the service could do better

Improvements should be made to the personal plans. The personal plans should contain person centred information on individual tenants housing needs. These should be outcome focussed. The review documentation should demonstrate the views of all participants, the discussions, changes and actions to be taken.

The service needs to develop a clear process to demonstrate that complaints are managed in line with policy and procedures. We would encourage the management to consider how it analyses and evaluates this information in order to demonstrate the lessons learned from complaints.

The tenants actively contribute their views using a variety of methods such as questionnaires, SHER meetings, suggestions, compliments, surveys and complaints. The service should develop clear processes to ensure that this feedback is evaluated and informs the service's improvement plan. More importantly, improvements should be made to ensure that tenants are given regular updates on outstanding issues and any progress made.

The service was able to demonstrate that staff access mandatory training and basic dementia training. However, we noted that where staff had identified a learning need this was not always progressed. In addition, the service needs to ensure that staff are trained in-line with the national dementia strategy: Promoting Excellence in Dementia Care.

Wardens are an essential source of information during an assessment, review or in an emergency. We recognise that the management have made efforts to improve information sharing with other departments, and we would encourage them to continue to impress on their health and social care colleagues of the importance of improved communications.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Inspection and grading history

Date	Type	Gradings	
29 May 2015	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
20 Jun 2013	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
9 Jul 2012	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
8 Jul 2010	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good

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