

Linstone Housing Association Ltd Housing Support Unit**Service name**

Linstone Housing Association Ltd Housing Support Unit

Service address

32 Burnbrae Avenue

Linwood PA3 3DD

Type of care service

Housing Support Service

Provider name

Linstone Housing Association Ltd

Service number

CS2003053857

Date of inspection

23 August 2006

Type of inspection

Announced

Care Commission Office

Central West 4th Floor 1 Smithhills Street
Paisley PA1 1EB Tel: 0141 843 4230 Fax:
0141 843 4289 Lo-call: 0845 600 8334

Period since last inspection

12 Months

Introduction

Linstone is a charitable Housing Association which became operational as a result of a large scale voluntary transfer of around 1900 properties from the then Scottish Homes, which is now Communities Scotland.

Properties are located throughout Renfrewshire including Paisley, Johnstone, Bridge of Weir, Kilbarchan, Renfrew and Linwood.

These developments comprise of self contained flats with on site support from a warden during the day. Each development has a communal room which is used by the residents for events, meetings and activities.

Linstone Housing Association's primary aims state that they will:

Provide an effective and efficient customer focused service to its tenants.

Provide high quality housing with housing support to tenants who require this support.

Ensure that services are delivered in a friendly, non institutionalised and supportive manner.

The service continually strives to involve tenants in the decisions that will affect their homes and communities.

The service has been registered with the Care Commission since the 1st of October 2004.

Basis of Report

This service was inspected after receiving a Regulation Support Assessment

(RSA) to determine what level of support was necessary. The RSA is an assessment undertaken by the CCO which considers complaints activity, changes in the provision of the service, action taken upon requirements etc.

This service was assessed during the pre-inspection process as requiring low level support that resulted in an inspection based on the inspection themes and the core National Care Standards for Housing Support.

An announced inspection took place on the 23rd August 2006 which was undertaken by Karen Malloch and Charlie Buckle (Care Commission Officers).

During the visit the Care Commission Officers spoke with services users and staff from two of the four services. Time was also spent with the Services Manager.

The Care Commission Officers also looked at a range of policies, procedures and records including the following:

Performance Review and Appraisal

Whistleblowing

Service Information Pack

Staff Training Schedule

Recruitment Policy

Complaints Procedure

Supervision

Policies on Disclosure

Medication Procedures

Accident/ Incident Records

Support Plans

The Care Commission Officers took all of the above into account and reported on whether the service was meeting the following National Care Standards for Housing Support Services:

Standard 2: Your Legal Rights

Standard 3: Management and Staffing

Standard 4: Housing Support Planning

Standard 6: Choice and Communication

Action taken on requirements in last Inspection Reports

No requirements were made at the last inspection.

Comment on Self-Evaluation

The self evaluation document was completed in a comprehensive manner which reflects the strengths and areas of development identified within the service. This was reflected in the inspection.

View of Service Users

Service users spoken with during the visit generally spoke favourably about the service being provided.

Some service users were unhappy with the changes made to the night service.

Some of the comments included:

Feel safe.

Warden is very supportive.

Happy with service, at times buzzer not working.

Unhappy about warden cut.

Want someone I know, not a stranger.

View of Carers

There were no carers available during the inspection.

Regulations / Principles

Regulation :

Strengths

Areas for Development

National Care Standards

National Care Standard Number 2: Housing Support Services - Your Legal Rights

Strengths

A comprehensive Scottish Secure tenancy Agreement is provided to each tenant, which describes the roles and responsibilities of both tenants and Linstone as the landlord.

The service has recently developed a separate Housing Support Sheltered Service Agreement which will in summary describe the terms and conditions of the service being provided, along with arrangements for either changing or ending the agreement.

A booklet titled Interested in Sheltered Housing is provided to tenants which highlights what the service provides, costs and who would be eligible to apply for the service, along with the process of application.

All tenants who are currently contracted with Linstone were supplied with a copy of the National Care Standards, along with a copy of the most recent Care Commission Report.

Services that were visited during the inspection also displayed a copy of the Care Commission report within communal sitting areas.

Areas for Development

There were no areas of development identified in this inspection.

National Care Standard Number 3: Housing Support Services - Management and Staffing Arrangements

Strengths

The provider had all the relevant policies and procedures in place which covered all legal requirements such as Health and Safety, Staff Training, Whistleblowing, Accident and Incident

reporting, Staff Recruitment and record keeping.

The provider had a robust recruitment and selection process including obtaining the relevant references and completing enhanced disclosure checks. Staff received a copy of the SSSC codes of practice.

Staff receive support and supervision regularly, and have access to appropriate training and ongoing development. The appointment of a new Coordinator has been welcomed by staff in terms of additional support.

Areas for Development

The manager of the service has agreed to include Health issues within the Recruitment and Selection policy when it is due for review.

National Care Standard Number 4: Housing Support Services - Housing Support Planning

Strengths

CARENAP assessments have been completed for all service users, which identify the support required and are tailored to the service users' needs.

Support plans are comprehensive and contain relevant personal information including their next of kin, and personal contacts. Medical and care contacts were evidenced in terms of individual support requirements from other sources.

The service had a review system in place of housing support plans, which identified the participation of service users within the process.

Areas for Development

There were no areas of development identified in this inspection

National Care Standard Number 6: Housing Support Services - Choice and Communication

Strengths

There was evidence that there was extensive consultation and review with tenants when there are changes in service delivery.

Communication needs were included in Housing Support Plans.

Newsletters were available, and a detailed Tenants Participation Strategy was in place which sets out consultation and involvement of service users regarding service provision and policy.

Areas for Development

There were no areas of development identified in this inspection.

Enforcement

There is no current enforcement action.

Other Information

None.

Requirements

Recommendations

Charlie Buckle

Care Commission Officer