

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

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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

6 August 2007

Type of inspection

Announced

Care Commission Office

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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

Action taken on requirements in last Inspection Reports

There were no requirements arising from the previous report.

Comment on Self-Evaluation

The self evaluation was completed in a satisfactory manner and submitted on time.

View of Service Users

Officers were able to speak with ten service users during the day and nine people returned a questionnaire. Service users expressed a high degree of satisfaction with the support they received. Some comments were as follows:

"I find the staff are dedicated and conscientious, they do the best they can for you".

"I am very lucky to be here".

"My contact is with my warden who is very helpful and kind".

"To let you understand, the wardens here go the extra mile they help with things that you would only want your family to help with".

View of Carers

There were no relatives or visitors available for comment at the time of inspection.

Regulations / Principles

Regulation :

Strengths

Areas for Development

National Care Standards

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

Strengths

The focus areas of Adult protection, Child protection in adult care services, Scottish Social Services Council, staff training and Restraint will be reported on within this standard.

There were occasions when children visited the service. The tenants charter and information pack specify that the responsibility for supervision of visiting children is theirs. Support staff had an awareness of their responsibilities regarding child protection. Child protection training has been provided to some support staff and further training is scheduled.

The Association has a formal staff training and development policy. A training plan is in operation which includes staff induction and continuing training in Moving and Handling and First Aid. Staff reported that they have access to a range of training opportunities.

The service had copies of the guidance produced by the Mental Welfare Commission; 'Rights, Risks and Limits to Freedom' and 'Safe to Wander'.

A policy on the use of restraint is in operation which is used in conjunction with the Association's "Challenging Behaviour" policy and documentation. Restraint will only be considered in exceptional circumstances and only after a full risk assessment has been completed, which would include the views of the service user and contained in the written support agreement.

An Adult Protection Policy is in place which specifies the roles and responsibilities of staff in responding to any adult abuse concerns.

Staff demonstrated an awareness of adult protection issues. Staff have access to local Inter-Agency Adult protection guidelines.

Written agreements have been developed to include specific information about the type of support to be received and include an expanded service users' charter.

There was a regular programme of formal, recorded staff supervision and appraisal.

Staff had been provided with SSSC Codes of Practice.

Areas for Development

The service should ensure that formal risk assessments are completed. Support plans did not evidence that the provider's pro-forma for completing risk assessments is consistently used. (See recommendation one).

National Care Standard Number 8: Housing Support Services - Expressing Your Views

Strengths

The focus area of 'Quality Assurance' will be reported on within this standard.

The provider has a staff appraisal system in operation.

A Tenant's Forum is in place.

The provider has used formal surveys and service user feedback to inform its decision making process and quality.

The provider has links to an independent advocacy service which individual service users can access.

Service users report that they can communicate effectively and freely with the provider through the warden and the association's external managers.

Areas for Development

Service users who spoke with the officers expressed a level of dissatisfaction at how their views regarding changes to the overnight warden system were received by the provider. Although they were satisfied that they were fully consulted prior to the changes being made, they did not feel that sufficient weight was given to their opinions and their anxieties regarding future change.

The provider should ensure that decisions regarding proposed changes to the service recognise these views.

Enforcement

There has been no enforcement action against this service since the last inspection.

Other Information

None.

Requirements

There were no requirements made at this inspection.

Recommendations

1. The provider should ensure that risk assessments are carried out consistently in line with its own policy regarding restraint and challenging behaviour. The relevant documentation should also be used. National Care Standards; Housing Support Services Standard 3: Management and Staffing.

John Browne

Care Commission Officer