

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

7 July 2005

Type of inspection

Announced

Care Commission Office

Central West

Period since last inspection

First Inspection

Introduction

Linstone Housing Association is a registered charity, based in Linwood it owns and manages three sheltered housing facilities in Farrier Court, Johnstone, Glen Street and Newton Street, Paisley. These units comprise of self contained flats with on site support from a warden. Across the three sites there are currently 73 places.

The wardens role is described as providing support and encouragement for tenants to carry out their usual activities of daily living and helping them to maintain their links with the community.

As a Housing Provider and Housing Support Provider a Management Committee, voted in by members of the Association decide on the policies which the Association will operate.

The service includes in its aim " to provide high quality housing with housing support for tenants who need it" and also " to ensure that services are delivered in a friendly, non-institutionalised and supportive manner".

Each of the developments has a Community House which was used by the residents for events, meetings and activities. These included bingo and coffee mornings.

Basis of Report

An announced visit was carried out by one Care Commission Officer on 7th July 2005.

The specific standards from Housing Support selected for this years inspection were as follows:

Standard 1- Informing and Deciding

Standard 2- Your Legal Rights

Standard 3 - Management and Staffing Arrangements

Standard 4 - Housing Support Planning

Standard 7 - Exercising Your Rights

During the course of the inspection the Officer spoke to tenants and the warden from two of the three developments. Time was spent with the Operations Director and Housing Services Manager. Six staff completed the Staff Questionnaire.

Relevant documentation, policies and procedures were also reviewed including the following:

Accident and incident records

Staff Training

Service information pack

Staff files

Tenancy agreements.

Complaints procedure

Action taken on requirements in last Inspection Reports

This is the first Inspection of the service.

Comment on Self-Evaluation

The self evaluation was completed prior to the inspection, the strengths of the service and the areas for development were identified in relation to the above National Care Standards

View of Service Users

Service users in each of the developments took the opportunity to feedback to the officer.

The feedback about the support received was very positive, the wardens were praised for their support and assistance. The management were viewed as helpful and responsive with many commenting on the good level of communication and information received.

The on site night support was seen as particularly valuable and service users only area of concern was the possibility that this may be removed in any future review of the service.

One tenant commented " the staff here go the extra mile for you"

Other comments made to the Officer were that the staff are marvellous and the care is excellent .

View of Carers

Not applicable

Regulations / Principles

Regulation 3: SSI 114 Regulation 3 Statement of Aims and Objectives

Strengths

The service has a statement of Aims and Objectives in place which is provided to each service user

Areas for Development

None

Regulation 4: SSI 114 Regulation 4 (1) Welfare of Users

Strengths

The service had the appropriate policies and procedures in place for the welfare of the service users. Appropriate training is also in place.

The tenants confirmed that they were treated with dignity and respect.

The Association is aware of the importance of confidentiality and safeguarding the dignity and privacy of service users.

The safety and well-being of individuals was monitored daily, support and assistance was provided 24 hours per day, either by the warden or through the emergency alarm system

Areas for Development

None

Regulation 5: SSI 114 Regulation 5 (1) Personal Plans

Strengths

Essential information was recorded on the new tenant information form

Areas for Development

Personal support plans to be implemented as part of the Carenap programme. (See Recommendation 1)

The service users will be consulted and involved in the process.

Regulation 7: SSI 114 Regulation 7 Fitness of Managers

Strengths

The manager has the appropriate skills and experience to manage the service.

Areas for Development

None

Regulation 9: SSI 114 Regulation 9 Fitness of Employees

Strengths

The service had an appropriate recruitment policy which ensured that the necessary checks were carried out in relation to disclosure, qualifications and references.

Training was available to staff which ensured that their practice was up to date.

Areas for Development

None

Regulation 13: SSI 114 Regulation 13 Staffing**Strengths**

The organisation employed suitably qualified and experienced staff.

Staff received training appropriate to their roles, the organisation was committed to supporting staff with their professional development.

Staff attended regular meetings.

Areas for Development

None

Regulation 19: SSI 114 Regulation 19 (1) Records**Strengths**

Records contained appropriate information in respect of each service user.

Areas for Development

None

Regulation 25: SSI 114 Regulation 25 Complaints**Strengths**

The organisation had a comprehensive complaints procedure.

Service users were fully aware of how to complain.

The procedure included the details of the Care Commission

Areas for Development

None

National Care Standards**National Care Standard Number 1: Housing Support Services - Informing and Deciding**

Strengths

There was a helpful Sheltered Housing Information Pack available for anyone considering Sheltered Housing. This document contains the relevant information for service users including a summary of the National Care Standards.

The service had produced a charter.

Information about the service would be made available in other formats if required.

Individuals were informed of the charges for the service

There was an opportunity for individuals to visit the complex and discuss any concerns.

All tenants were provided with a copy of the complaints procedure, tenants spoken to were aware of the policy and how to use it.

The organisation had developed the relevant policies and procedures.

The Associations documentation has a strong emphasis on upholding service users rights and providing as much information to service users as is possible.

Areas for Development

None

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

Individual tenants rights were included in the tenancy agreement.

The service will make the inspection report available to tenants.

The service had the necessary policies and procedures in place which protected the rights of the service users.

Areas for Development

Housing support plans will be developed as part of the introduction of Carenap

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

The provider had the relevant policies and procedures in place which included whistleblowing and accident and incident reporting.

Staff could access training appropriate to their role, there was a training and development plan.

The organisation had achieved the Investors in People award.

Staff received employee development interviews.

There was a robust safe recruitment policy and procedure.

Areas for Development

Staff training plan may require to be customised for the particular requirements of Housing Support staff.

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

Strengths

The organisation was training staff in preparation for the introduction of Carenap.

The required personal information was held in the developments .

Areas for Development

Housing support assessment, planning and reviews will be implemented over the next few months following the appropriate training and amendment of the service users guidance

National Care Standard Number 7: Housing Support Services - Exercising Your Rights

Strengths

The service was distributing a leaflet informing service users about how their information will be used prior to the introduction of Carenap

All service users were provided with an tenancy agreement which outlined rights and responsibilities as well as the service provided.

The service provider had a policy on confidentiality and data protection.

All personal records were held securely.

All staff had received a copy of the codes of practice

Service users confirmed they were aware of how to complain if there were any issues.

Regular meetings were held with service users.

Areas for Development

None

Enforcement

There has been no enforcement action taken in Linstone Housing Association.

Other Information

Linstone Housing Association owns and manages approximately 1600 properties across Renfrewshire, Housing support was only one element of the association,' work, however there was a real commitment to develop and to improve the quality of the service. To this end an independent review of the satisfaction of sheltered housing tenants was commissioned earlier this year and showed that most people expressed satisfaction with the warden service. The majority of individuals saw the 24 hr service as the most important factor. The association was reviewing the warden provision as part of the service review.

The process of Carenap introduction had started with staff training, the organisation was planning to meet with tenants to discuss the process with them. This will be the basis of all assessment and form the core element of support plans. The Association has demonstrated a commitment to this process.

Requirements**Recommendations**

1. The service will develop housing support plans which reflect the National Care Standards.
Standard 4

John Browne
Care Commission Officer