

Linstone Housing Association Ltd Housing Support Unit Housing Support Service

17 Bridge Street
Linwood
Paisley
PA3 3DB

Telephone: 01505 382383

Type of inspection: Unannounced
Inspection completed on: 15 May 2017

Service provided by:
Linstone Housing Association Ltd

Service provider number:
SP2004005411

Care service number:
CS2003053857

About the service

We undertook an unannounced inspection to the service on 9, 10 and 15 May 2017. We spoke with the manager, staff and tenants.

Linstone Housing Association is a registered social landlord and registered charity based in Linwood. It owns and manages sheltered housing facilities for older people in Farrier Court, Johnstone and Glen St. and Newton St. in Paisley. These schemes comprise of self-contained flats with peripatetic support from Housing Support Staff (Wardens). During the inspection there were 49 tenants receiving a service. Both the schemes we visited were close to town centre amenities and had good transport links.

The service states their aims and objectives in their Tenants Handbook. Two examples of these are:

- To deliver effective customer care standards and improve service provision and quality.
- To increase opportunities for customers to become involved in decisions which affect our services.

What people told us

We spoke with tenants from both of the sheltered housing complexes. We also received feedback through the completed questionnaires.

We were able to speak with 14 tenants during the inspection. Comments received were as follows:-

'I feel supported and secure.'

'It's good here, No hassle.'

'There are no issues with the wardens, they go over and above.'

'The wardens are a great help. they are helpful, caring and nothing is a problem.'

'The staff go above and beyond.'

'It's comfort with a smile - I love it here.'

'I am happy here.'

'Staff carry out their duties with a very good attitude. They are also very helpful and cheery.'

'I am happy with the support. I have gotten used to the new warden.'

'The wardens are good, they can't do enough for you.'

'I feel safe here, the staff are very good.'

Self assessment

N/A

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of staffing	4 - Good
Quality of management and leadership	3 - Adequate

Quality of care and support

Findings from the inspection

We spent time speaking with the tenants and the warden. It was evident that the wardens knew the tenants very well and offered them positive support and guidance.

We found that tenants were encouraged to express their views either at meetings or during day-to-day contact with the wardens. Tenants told us that they 'felt well cared for.' They enjoyed the 'community spirit' feel that was encouraged at each of the complexes. They told us they would 'check on their neighbours' and this made them feel safe. Independence was encouraged and promoted, with the support of the staff team. We spoke with the wardens about the importance of boundaries as they were often busy and tenants could be demanding of their time. They agreed that this could be a challenge but that they were aware of this and were working to ensure that tenants received the support they required whilst ensuring that confidentiality and the demands of the role were being met.

Tenants told us that they felt the wardens should be 'around more' in the complexes. We asked to look at the 'call out' records for when the call system had had to be used to summon help for a tenant. We found that whilst there were calls made for assistance during the night and at weekends, there was not a large amount of these. We discussed this with the tenants to try to give them some reassurance and understanding.

We sampled support plans, risk assessments and review minutes. We found the support plans to be reflective of the needs of tenants and the plan was reviewed regularly. Tenants told us that they were fully involved in all discussions relating to their support plan. We reviewed the risk assessments for tenants and determined that they needed to be more comprehensive and reflective of each identified risk. We could see that the health and well-being of tenants was well supported by the vigilance and attention of the wardens who would respond to concerns and offer reassurance when they could. We asked that the files held for each tenant followed the same format to ensure continuity across the two complexes. There was a recommendation relating to the support plans and other relevant paperwork made at the last inspection. We found that limited progress has been made therefore the recommendation will continue.

Tenants told us that they enjoyed the social gatherings, activities and 'trips out' One complex had a regular arts and crafts class and this was well attended. Tenants organised in-house activities such as bingo and 'fun and games' night, they also organised trips out to places such as Troon and Dumfries.

We were told that the service hoped to publish a newsletter in the near future to help with communication amongst them and all the tenants. We were also told that the service hoped to host a consultation event to seek the views of tenants on a variety of issues.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The service needs to ensure that paperwork used to support tenants is fully reflective of their needs and the information is up to date and thorough.

National Care Standards for Housing Support Services Standard 4 - Support Arrangements.

Grade: 5 - very good

Quality of staffing

Findings from the inspection

We spoke with both wardens during this inspection and found them to be knowledgeable, patient and respectful. They were well respected by the tenants and it was evident that the wardens knew the tenants and their needs very well. The wardens were described as 'lovely', 'helpful' and 'caring' by the tenants. The wardens were able to discuss with us times when they had used their experience and professional judgement to support tenants with particularly difficult situations.

The wardens told us that they very much enjoyed their job and felt supported. They appreciated the importance of teamwork and good communication. They told us that if they had any concerns or queries they would ask each other or the manager of the service. Whilst there was good day-to-day for staff it was acknowledged that it had been a long time since staff had received regular, formal supervision with their manager. It will be a recommendation that staff receive regular supervision as it is important that they have the opportunity to discuss work related issues, training and development needs. The manager proposed to hold group supervision sessions and team meetings to assist with this. Part of the group/team meetings would be used to discuss continuity with record keeping and recording in support plans and risk assessments. This would ensure that staff were consistent when completing the required paperwork used to support each tenant.

We were told that staff received good training opportunities (such as First Aid and Fire training) however we found that staff would benefit from further training in dementia awareness (Promoting Excellence Framework) and adult protection. We discussed times recently when more enhanced training in these areas would have been of benefit to staff. The manager advised us that this would be arranged as soon as possible.

We were told that one of the warden posts was being filled with an agency worker. It was hoped that this post would be filled with a substantive staff member in the near future. On day three of the inspection, we were told that the post had been filled and that the tenants were 'very pleased' with the appointment. We were also told that the arrangements to offer 'cover' when one of the wardens was off on annual leave had not been changed since the last inspection, hence the reason why both the wardens spent time in each of the complexes during the week. This ensured that they knew all of the tenants in the service.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. Staff should receive regular, formal supervision to support them to develop their practice and discuss training and work related issues.

National Care Standards for Support Services - Standard 5 Staffing

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

We spent time with the manager discussing the quality of the service and any improvements or developments since the last inspection.

It is important to appreciate that managing this registered service was a small part (fifth) of the managers overall job role. The discussions we had and the evidence gathered is in this context.

The manager was very honest and advised that she 'had not been able to develop much since the last inspection'. The areas identified at the last inspection were still deemed relevant however other priorities had taken precedence.

We did receive positive comments about the manager, with staff stating that she was 'approachable' and 'supportive' however she did acknowledge that she needed to dedicate more time to this service if the areas for development and aspirations she had for the service were to be realised. The manager did spend time with the staff team and was available to the tenants if required. She spoke with staff on a very regular basis and had a very good knowledge of what was happening within the service.

We were told that the service was in the process of reviewing the sheltered housing policy with a view to possibly developing a pack for residents. We were also told that tenants would be involved in any future recruitment of staff to ensure that their opinion was taken into account.

We were advised that the manager had completed the SVQ IV and was in the process of undertaking the 'Step into Leadership' course. She was very much aware of the importance of developing the service and the staff team. She acknowledged that this had not been a priority over the last year however she gave assurances that she would make more time to focus on the development of this service in the near future.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The management team should dedicate more time to developing the service as discussed throughout the inspection.

National Care Standards for Support Services - standard 4 management and staffing.

Grade: 3 - adequate

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

There are no outstanding requirements.

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

Recommendation 1

The service needs to ensure that paperwork used to support tenants is fully reflective their needs and the information is up to date and thorough.

National Care Standards for Housing Support Services Standard 4 - Support Arrangements.

This recommendation was made on 17 September 2015.

Action taken on previous recommendation

We found that the supporting paperwork for tenants could still be improved to become more accountable and reflective of current needs.

Complaints

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

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings	
5 Aug 2015	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 4 - Good
23 Jul 2014	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good
7 May 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 4 - Good
15 Jun 2010	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good Not assessed

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