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**Report to Council of 12 March 2009**

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**Subject: Housing Support Team - Care Commission Inspection**

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**Prepared by: Wilson Lees - Homelessness, Supporting People & Advice Manager**

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## **1.0 PURPOSE**

- 1.1. Clackmannanshire Council's Housing Support Service is required to be registered with the Scottish Commission for the Regulation of Care and was recently inspected by the Commission. The overall grade awarded by the Care Commission for the service is "Very Good". The inspection report is presented as appendix 1.

## **2.0 RECOMMENDATIONS**

- 2.1. That Council note the report and congratulates staff involved.

## **3.0 CONSIDERATIONS**

- 3.1. The Housing Support Team was set up in April 2007 to provide person centred support to people who are at risk of losing their tenancies or who are homeless and require support to set up and sustain a tenancy. The team works closely with a wide range of partners including Homeless, Housing, Money & Benefits Advice, Social Work and Health to ensure that the needs of service users are met.
- 3.2. Consisting of a Coordinator and three Housing Support officers the team has received 411 referrals and worked with 137 clients, including 14 who have avoided eviction as a consequence of the team's involvement.
- 3.3. As a registered Housing Support Service, the service is subject to regular inspection by the Care Commission who monitor, evaluate and report on the quality of service provided by the team. The first such inspection took place in December 2008.
- 3.4. Drawing heavily upon the experiences of service users and partner agencies the inspection focussed upon three applicable "Quality Themes" each having, as a subset, a number of "Quality Statements". The Quality Themes inspected were:
- **1 - Quality of Care and Support**
  - **3 - Quality of Staffing**

- **4 - Quality of Management and Leadership**

3.5. Within each Quality Theme the inspectors randomly inspected and graded two Quality Statements.

3.6. **Under Quality Theme 1 - "Quality of Care and Support"** the inspectors selected:

Quality Statement 1.1 - "We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service". The inspectors graded this as **Very Good**.

Quality Statement 1.3 - "We ensure that service users health and wellbeing needs are met". The inspectors graded this as **Excellent**.

3.7. **Under Quality Theme 3 - "Quality of Staffing"** the inspectors selected:

Quality Statement 3.1 - We ensure that service users and carers participate in assessing and improving the quality of staffing in the service". The inspectors graded this as **Very Good**.

Quality Statement 3.3. - "We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice." The inspectors graded this as **Excellent**.

3.8. **Under Quality Theme 4 - "Quality of Management and Leadership"** the inspectors selected:

Quality Statement 4.2 - "We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service." The inspectors graded this as **Very Good**.

Quality Statement 4.2 - "We involve our workforce in determining the direction and future objectives of the service." The inspectors graded this as **Excellent**.

3.9. The overall grade awarded by the Care Commission is "**Very Good**" with no requirements or recommendations.

#### **4.0 Sustainability Implications**

4.1. See completed checklist

#### **5.0 Resource Implications**

5.1. There are no resource implications.

5.2. There are no staffing implications.

## 6.0 Declarations

The recommendations contained within this report support or implement our Corporate Priorities and Council Policies.

### (1) Our Priorities 2008 - 2011 (Please tick ☒)

The area has a positive image and attracts people and businesses	<input type="checkbox"/>
Our communities are more cohesive and inclusive	X
People are better skilled, trained and ready for learning and employment	<input type="checkbox"/>
Our communities are safer	<input type="checkbox"/>
Vulnerable people and families are supported	X
Substance misuse and its effects are reduced	<input type="checkbox"/>
Health is improving and health inequalities are reducing	<input type="checkbox"/>
The environment is protected and enhanced for all	<input type="checkbox"/>
The Council is effective, efficient and recognised for excellence	X

### (2) Council Policies (Please detail)

## 7.0 Equalities Impact

7.1 Have you undertaken the required equalities impact assessment to ensure that no groups are adversely affected by the recommendations?

Yes ☐ No ☒

## 8.0 Legality

8.1 In adopting the recommendations contained in this report, the Council is acting within its legal powers Yes ☒

APPROVAL/SIGNATURE	DATE
Head of Service:	
Director:	
*Delete as appropriate	

**REPORT TO COUNCIL**

**To: Head of Administration and Legal Services, Greenfield, Alloa FK10 2AD**

**Report author: Wilson Lees**

**Service: Services to People**

**Report title: Housing Support Team Care Commission Report**

**Date of meeting: 12 March 2009**

**It is recommended that the attached report be:**

1. **Given unrestricted circulation** ☐
2. **Taken in private by virtue of paragraph \_\_\_ of schedule 7A of the Local Government (Scotland) Act 1973** ☐

**List any appendices attached to this report (if there are no appendices, please state 'none')**

1. **Care Commission Inspection Report**
- 2.
- 3.
- 4.

**List the background papers used in compiling this report . If you have completed a sustainability checklist please add this to your list (if there are no background papers please state 'none')**

1. **None**
- 2.
- 3.
4. **Nb. All documents listed must be kept available by the author for public inspection for four years from the date of the meeting at which the report is considered**

# Clackmannanshire Council - Housing Support Team

**Service name**

Clackmannanshire Council - Housing Support Team

**Service address**

Clackmannanshire Council  
Housing Support Team  
Room 28  
Alloa FK10 1EX

**Type of care service**

Housing Support Service

**Provider name**

Clackmannanshire Council

**Service number**

CS2007157022

**Date Inspection Completed**

15 December 2008

**Type of inspection**

Announced

**Period since last inspection**

First inspection since registration.

**Care Commission Office**

Springfield House  
Laurelhill Business Park  
Stirling  
FK7 9JQ  
Tel No: 01786 406363

## **Introduction**

Clackmannanshire Council Housing Support Team was registered with the Care Commission on 19 September 2007. The Housing Support Team provides a housing support service to people who require assistance to set up and maintain their own tenancies. The service aims to prevent homelessness and repeat homelessness presentations through provision of a person centred service which encourages active service user participation.

Based on the findings of this inspection the service has been awarded the following grades:

Quality of Care and Support - 5 - Very Good

Quality of Staffing - 5 - Very Good

Quality of Management and Leadership - 5 - Very Good

This inspection report and grades represent the Care Commission's assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. Please refer to the care services register on the Care Commission's website ([www.carecommission.com](http://www.carecommission.com)) for the most up-to-date grades for this service.

## **Basis of Report**

### **Before the Inspection**

#### **The Annual Return**

The service submitted a completed Annual Return as requested by the Care Commission.

#### **The Self-Assessment Form**

The service submitted a detailed self-assessment form as requested by the Care Commission. This offered a clear assessment of the current service performance and the identified areas for future development.

#### **Views of service users**

The Care Commission issued service users with questionnaires however only one response was returned.

### **Regulation Support Assessment**

The inspection plan for this service was decided after a Regulation Support Assessment (RSA) was carried out to determine the intensity of inspection necessary. The RSA is an assessment undertaken by the Care Commission Officer (CCO) which considers complaints activity, changes in the provision of the service, nature of notifications made to the Care Commission by the service (such as absence of a manager) and action taken upon requirements. The CCO will also have considered how the service responded to situations and issues as part of the RSA. This assessment resulted in this service receiving a low RSA score and so a low intensity inspection was required. The inspection was based on the relevant Inspection Focus Areas and associated National Care Standards, recommendations and requirements from previous inspections and complaints or other regulatory activity.

### **During the inspection process**

#### **Staff at inspection**

During the visit the Care Commission Officer spoke with the entire Housing Support team which included:

The Housing Support Coordinator  
Three Housing Support Workers.

#### **Evidence**

Evidence was gathered from a number of sources including:

- > a review of information and evidence collated by the service in support of the inspection process.
- > policies and procedures for the service
- > a sample of staff files which included supervision records
- > copies of minutes for staff meetings.
- > copies of the newsletter published by the Housing Support Team
- > quality assurance questionnaires and summaries/action plans
- > a sample of service user records.

Inspection Focus Areas and links to Quality Themes and Statements for 2008/09

Details of the inspection focus and associated Quality Themes to be used in inspecting each type of care service in 2008/09 and supporting inspection guidance, can be found at: <http://www.carecommission.com/>

#### **Fire Safety Issues**

The Fire (Scotland) Act 2005 introduced new regulatory arrangements in respect of fire safety, on 1 October 2006. In terms of those arrangements, responsibility for enforcing the statutory provisions in relation to fire safety now lies with the Fire and Rescue service for the area in which a care service is located. Accordingly, the Care Commission will no longer report on matters of fire safety as part of its regulatory function, but, where significant fire safety issues become apparent, will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Further advice on your responsibilities is available at [www.infoscotland.com/firelaw](http://www.infoscotland.com/firelaw)

### **Action taken on requirements in last Inspection Report**

This was the first inspection for this service since registration.

### **Comment on Self-Assessment**

The self assessment had been completed with detailed information offering an account of the strengths of the service and areas identified for future development and improvement.

### **Views of Service Users**

One service user returned the questionnaire to the Care Commission. They commented positively on the support offered by the service emphasising the care and support offered by their keyworker.

### **Views of Carers**

There were no carer responses received by the Care Commission.

## **Quality Assessment Framework Themes and Statements**

### **Theme - Quality of Care and Support**

#### **Overall CCO Theme Grade - 5 - Very Good**

**Quality Statement 1.1**      **We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.**

#### **Strengths:**

There was very good evidence to confirm that service users and carers had the opportunity to participate in the assessment and improvement of the quality of care and support provided by the service.

Service user participation was found to be integral to the activity of the service with documentation sampled evidencing the commitment to service user involvement. Service user participation practice guidelines had been developed confirming the ways in which participation could be monitored and encouraged. There was evidence to confirm that service user feedback had been used in refining the format and working of certain paperwork to make this more 'user friendly'.

The statement of aims and objectives placed an emphasis on service user involvement in developing all aspects of individual support plans and the inclusion in the ongoing assessment of the quality of the overall service provided.

The service information booklet outlined a range of opportunities for people to be involved in monitoring and reviewing the service through participation in reviews, involvement in the inspection process and through use of the comments/complaints procedure. The service user respondent to the Care Commission questionnaire confirmed that they would feel confident in raising issues of concern or complaint although had not considered this necessary to date.

The Housing Support Team publishes an informative bi-monthly newsletter which is issued to all service users. This contained information on the operation of the service, staffing matters, local resources and had a section dedicated to the inclusion of service user views. Samples of the newsletter confirmed that service users had used this forum to provide feedback on the service and comments suggested a genuine appreciation for the support offered by the Housing Support Team.

All service users who have concluded their contact with the Housing Support Team were asked to complete a short survey providing feedback on their experience of the service. Feedback was collated and a clear action plan developed addressing issues identified.

As a newly established service and as a part of the ongoing commitment to quality improvement, a number of audits and surveys have been undertaken by the service. All service users were formally consulted by the Housing Support Coordinator on their wish to be involved in the inspection process.

**Areas for Improvement:**

As an area for improvement the service should seek to further develop the current systems and processes to capture service user views in relation to the quality of care and support.

<b>CCO Grading</b>	<b>5 - Very Good</b>
<b>Number of Requirements</b>	<b>0</b>
<b>Number of Recommendations</b>	<b>0</b>

## **Theme - Quality of Care and Support**

### **Overall CCO Theme Grade - 5 - Very Good**

**Quality Statement 1.3      We ensure that service user's health and wellbeing needs are met.**

#### **Strengths:**

There was excellent evidence to confirm that the health and welfare needs of service users were being met.

The assessment process evidenced that service users were actively involved in identifying and agreeing to the type and frequency of support to be provided by the service. Information recorded was detailed and clearly set out any specific health and welfare needs. Case files sampled confirmed that support plans were person centred and assessed needs were clearly referenced. Support was task focussed with regular support reviews ensuring that this remained sensitive to fluctuations in the level of service user need without creating dependency. A monitoring system had been introduced to ensure consistency in terms of the standard and quality of recording across support plans.

#### **Areas for Improvement:**

<b>CCO Grading</b>	<b>6 - Excellent</b>
<b>Number of Requirements</b>	<b>0</b>
<b>Number of Recommendations</b>	<b>0</b>

## **Theme - Quality of Staffing**

### **Overall CCO Theme Grade - 5 - Very Good**

**Quality Statement 3.1      We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.**

#### **Strengths:**

As identified in 1.1, the service had a number of systems and processes in place for encouraging and supporting service user/carer feedback in relation to the quality of the service.

Service users were encouraged to provide ongoing feedback on staffing through informal meetings with keyworkers, support reviews and the comments/complaints procedure. Efforts were made to match workers with service users. Exit questionnaires were issued to all people who had completed their contact with the housing support team with the option of providing contact details to allow this to be followed up. Results were evaluated every three months and an action plan developed which confirmed how issues identified would be addressed.

In preparation for the Care Commission inspection, the Housing Support Team issued a survey to all service users inviting their feedback on the service provided and this included feedback on the staffing. The results confirmed that the majority of respondents considered the quality of staff to be excellent. An evaluation of the outcome of the survey was compiled allowing the results to be communicated to all participants and with the intention that this will be included in the information given to all future service users.

#### **Areas for Improvement:**

As an area for improvement the service should seek to further develop the current systems and processes to capture service user views in relation to the quality of staffing.

<b>CCO Grading</b>	<b>5 - Very Good</b>
<b>Number of Requirements</b>	<b>0</b>
<b>Number of Recommendations</b>	<b>0</b>

## **Theme - Quality of Staffing**

### **Overall CCO Theme Grade - 5 - Very Good**

**Quality Statement 3.3      We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.**

#### **Strengths:**

There was very good evidence that the service had a professional, trained, motivated workforce which operates to National Care Standards, legislation and best practice guidance.

Staff confirmed their knowledge and understanding of the Scottish Social Services Council Code of Practice and the National Care Standards Housing Support Services. Written evidence confirmed that copies of these documents had been issued to staff.

The staff working in the Housing Support Team demonstrated through interview and written evidence a genuine motivation to provide a high quality service which placed service users at the heart of their work. Comments from staff when asked about their work included, 'I love my job, working with people. There is good peer support'. With clear leadership and direction staff had formed a strong team with a clear vision for the future development of the service.

As a new service the Housing Support Team had developed a number of key policies, procedures and records which underpin the work of the service. There was written evidence to confirm that staff had been given a formal induction to working with Clackmannanshire Council and the Housing Support Team. Records confirmed that all staff received regular supervision and through the Performance Review Process were encouraged to identify their continued professional development needs.

Three staff working with the Housing Support Team hold SVQ 3. The Housing Support Coordinator holds SVQ3 and 4 and the Registered Managers Award. A projected training plan was in place with staff confirming that training needs are discussed and agreed collectively. Staff stated and records confirmed very good access to statutory and special interest training as a part of continued professional development. Training courses had included drug awareness, motivational interviewing, suicide prevention and person centred planning. Staff consulted reported excellent access to training.

The manager confirmed her awareness of her responsibility to report to the Scottish Social Services Council (SSSC) the dismissal of any social service worker on the grounds of misconduct, any social service worker (in accordance with Regulation of Care Scotland Act 2001 s57A). The manager confirmed her awareness that as a care provider she must provide the SSSC with any information it may reasonably require about members of staff in the exercise of its regulatory function. The manager confirmed her awareness to report to the Care Commission any matters of misconduct including theft.

**Areas for Improvement:**

<b>CCO Grading</b>	<b>6 - Excellent</b>
<b>Number of Requirements</b>	<b>0</b>
<b>Number of Recommendations</b>	<b>0</b>

## **Theme - Quality of Management and Leadership**

### **Overall CCO Theme Grade - 5 - Very Good**

**Quality Statement 4.1**      **We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.**

#### **Strengths:**

As identified in 1.1, the service had implemented a number of systems and processes to encourage service users/carers to participate in the assessment and improvement of the quality of the management.

The Housing Support Team is a small and relatively young service. Since starting, the entire staff team have worked to ensure that service user involvement has been integral to practice and not viewed as a separate activity. People using the service had been actively encouraged to give feedback on all aspects of the support and stakeholders, including referral agencies from within and outwith the council, had been invited to comment on the quality of the service, staffing and specifically the quality of management and leadership. Collated results identified that further work was required to clarify the position and role of the Housing Support Coordinator (Manager). A clear action plan was developed to address this and further develop the overall quality of the service provided.

#### **Areas for Improvement:**

As an area for development, the service should seek to further develop the systems and processes in place for capturing the views of service users in relation to the quality of management and leadership.

<b>CCO Grading</b>	<b>5 - Very Good</b>
<b>Number of Requirements</b>	<b>0</b>
<b>Number of Recommendations</b>	<b>0</b>

## **Theme - Quality of Management and Leadership**

### **Overall CCO Theme Grading - 5 - Very Good**

**Quality Statement 4.2      We involve our workforce in determining the direction and future objectives of the service.**

#### **Strengths:**

There was very good evidence to confirm that the service involves the workforce in determining the direction and future objectives of the service.

Discussion with staff confirmed that as new and small team they adopted a flexible approach to developing the Housing Support Service while remaining focussed on the agreed aims and objectives. Staff stated that there had been collective discussion and decision making, with the Housing Support Coordinator encouraging them to express their views and share ideas for the direction of the service. Staff expressed clear confidence that the Housing Support Coordinator valued their contribution and would welcome and respond to suggestions made in relation to how the service could be improved. The Housing Support Team development priorities have been identified within the homelessness strategy for Clackmannanshire Council (2004-2009).

There were written records to confirm that monthly staff team meetings were held offering staff the opportunity to raise and respond to issues relating to the overall service. All proposed changes to policies, procedures and paperwork were discussed collectively before being formally introduced for use.

Staff receive regular supervision with the Housing Support Coordinator.

From interviews with the staff consulted during the inspection and from staff questionnaire returns it was possible to evidence a genuine confidence in the Housing Coordinator.

#### **Areas for Improvement:**

<b>CCO Grading</b>	<b>6 - Excellent</b>
<b>Number of Requirements</b>	<b>0</b>
<b>Number of Recommendations</b>	<b>0</b>

## **Enforcement**

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

## **Other Information**

## **Requirements**

A requirement is a statement which sets out what is required of a care service to comply with the Act and Regulations or Orders made under the Act, or a condition of registration. Where there are breaches of the Regulations, Orders or conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Care Commission.

## **Recommendations**

A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service but where failure to do so will not directly result in enforcement. Recommendations are based on the National Care Standards, codes of practice and recognised good practice.

### **Action Plan**

Failure to submit an appropriate action plan within the required timescale, including any agreed extension where requirements and recommendations have been made, will result in the Care Commission re-grading the Quality Statement within the Management and Leadership Theme as Unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).

This report was written by

Alaina Walker

Care Commission Officer

Date: 15/12/2008

Further information about the Regulation of Care (Scotland) Act 2001, can be found on the Care Commission web-site, under the section 'The Law'.  
[www.carecommission.com](http://www.carecommission.com)