

ACHA Sheltered Housing Service Housing Support Service

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Oban
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Telephone: 01546 605969

Type of inspection: Announced (short notice)
Inspection completed on: 16 January 2017

Service provided by:
Argyll Community Housing Association
Limited

Service provider number:
SP2011011514

Care service number:
CS2005093680

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com

The service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate in April 2011.

Argyll Community Housing Association (ACHA) provides a Housing Support Service to older tenants living in sheltered housing complexes throughout Argyll and Bute. ACHA has eleven complexes in various locations throughout the Council area. Each complex has an on-site Community Support Assistant (CSA) who provides a service at designated times of the day (mostly mornings), and there is an emergency call system in place that provides cover for the rest of the day and night when the complex is not staffed.

The organisation's Customer Charter states:

"Argyll Community Housing Association aims to deliver a high quality and caring service to its tenants and others in the community."

What people told us

Prior to the inspection we sent questionnaires to the manager to distribute to people who use the service. During the inspection we spoke to tenants living in the complexes we visited, and we also spoke with some tenants by telephone who lived in complexes that did not have an on-site visit during the inspection.

Some of the comments we received included:

"best thing I ever did moving into this complex"

"always asked for my opinion and views"

"not aware of any tenants meetings - never been to one"

"staff can't do enough for you"

"warden system is very good"

"it would be better if, when a stand-in warden does the daily check, they could say who they are at the start of the call as not everyone remembers or is able to put names to voices"

"I am very happy with the support I receive from ACHA and staff"

"we have a personal support plan kept by the warden who calls us daily"

"I'm able to live life as independently as possible knowing support is there if needed"

Self assessment

We received a completed self-assessment from the manager of the service and were satisfied with the way this was completed.

From this inspection we graded this service as:

Quality of care and support

5 - Very Good

Quality of staffing

not assessed

What the service does well

Comprehensive written information detailing the services offered by ACHA is provided to people considering a tenancy in any of the sheltered housing complexes, enabling prospective tenants to make an informed choice about whether the service is right for them.

A strong emphasis on inclusion and participation was evident within the service, with feedback from tenants highlighting that staff do a very good job of keeping them informed about up-coming events within the complex and also in the local community. In the complexes we visited, notice-boards in the communal areas provided information about a wide range of activities on offer, and tenants spoke positively about the social opportunities open to them.

The service's ethos of working in partnership with people who use the service was evident throughout the inspection process. People we spoke with told us that staff and management frequently ask for their views about the support they receive, if they are happy with it, how the service is performing, and about how it could improve. All of the tenants we spoke with during the inspection conveyed how happy they were with the level of support provided by ACHA, particularly with regard to the input from the CSAs, and it was clear that people feel confident in the staff's ability to assist them should they require any help.

It was identified at the last inspection that regular staff meetings should be scheduled to enable staff to share aspects of their practice, discuss any concerns they may have, or suggest ideas for service improvement. Given the geographical spread of ACHA's sheltered housing complexes this can be difficult to coordinate; however, the management team has worked hard to create opportunities for staff to connect with each other, and, in addition to the employee Annual General Meeting, monthly teleconferences for CSAs have now been implemented.

What the service could do better

We discussed with the manager the need to carry out six-monthly reviews with all tenants to ensure their needs are being monitored effectively, and that any changes to their health and wellbeing are identified and addressed as quickly as possible. This is in line with current regulations.

Four tenants we spoke with stated they had memory difficulties; however, when we looked at their personal plans this was not noted. The service should ensure that the information in each tenant's plan is up-to-date, and that people's changing needs are documented in order to maintain continuity of care.

In several of the personal plans we looked at we could see that both the tenant and the CSA had signed and dated the review paperwork confirming that a review had taken place; however, there was no record of a discussion with the tenant about whether the service was working well for them or whether they felt their support should be adapted or changed. The service should document that tenants have been consulted about the care and support they receive, and record how tenants have been involved in planning their care.

Prior to the inspection, we sent questionnaires to staff to gain their views. Of the thirteen completed questionnaires we received back, four staff disagreed that they had regular individual supervision. We discussed with the manager the need to have a supervision policy in place that details the frequency of both individual and group supervision sessions, outlines how supervision will be delivered, and which provides clear guidance for staff and management as to what each should expect from the process.

Appropriate training in the safeguarding and protection of vulnerable adults should be provided for all staff to ensure they have an understanding of, and can recognise, different forms of abuse, and know what action to take if they suspect that someone may be at risk of harm (see Recommendation 1). Additional training opportunities should be tailored to the needs of staff and the tenants they support.

The service should continue with its plan to support staff required to register with the SSSC once the register for workers in a Housing Support Service opens later this year. We signposted the manager to the SSSC website for further information about the registration process, requisite qualifications and timescales.

We discussed with the manager the requirement for notifications to be maintained, and provided a copy of the Care Inspectorate's guidance on notification reporting.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. All staff should receive appropriate training in the safeguarding and protection of vulnerable adults.

NCS 3 Housing Support Services - Management and Staffing Arrangements

Complaints

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

Inspection and grading history

Date	Type	Gradings
31 Mar 2014	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
25 Jan 2011	Announced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good

Date	Type	Gradings	
		Management and leadership	Not assessed

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