

Inspection report

ACHA Sheltered Housing Service Housing Support Service

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Inspected by: (Care Commission officer)	Elma Davidson
Type of inspection:	Announced
Inspection completed on:	25 January 2011

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Service provided by:
Argyll Community Housing Association Limited

Service provider number:
SP2003003373

Care service number:
CS2005093680

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Easy read summary of this inspection report

There is a six point grading scale. Each of the Quality Themes we inspected, is graded using the following scale:

We can choose from six grades:



We gave the service these grades

Quality of Care and Support  **5** Very Good

Quality of Staffing  **5** Very Good

Quality of Management and Leadership N/A

This inspection report and grades are our assessment of the quality of how the service is performing in the areas we examined during this inspection.

Grades for this care service may change after this inspection due to other regulatory activity; for example, if we have to take enforcement action to improve the service, or if we investigate and agree with a complaint someone makes about the service.

What the service does well

Argyll Community Housing Association Ltd (ACHA) offers a good person centred housing support service to its tenants. Staff communication and support are also good with the managers operating an open door policy and minutes of all meetings being cascaded to all. There are quarterly Newsletters issued to all tenants and as well as regular staff meetings. Staff Newsletters are issued on a quarterly basis to all staff. Tenants are also members of the Board of Management and the organisation were awarded TPAS (Tenants Participation Advisory Service) accreditation in 2009. This award lasts for 3 years.

What the service could do better

Individual personal plans would benefit from more detailed information being included. The documents require to be signed and dated by both the Community Support Assistant and the tenant.

It would benefit the service if some tenants were considered and trained to undertake interviewing for new staff.

What the service has done since the last inspection

Since the last inspection the service has developed a good person centred service and communication is now very good.

Conclusion

ACHA offers a caring person centred service to its tenants. Staff are well supported by the service and are fully involved in a very positive way with their tenants.

Who did this inspection

Lead Care Commission Officer

Elma Davidson

Other Care Commission Officers

Not Applicable

Lay Assessor

Not Applicable

Please read all of this report so that you can understand the full findings of this inspection.

About the Care Commission

We were set up in April 2002 to regulate and improve care services in Scotland.

Regulation involves:

- registering new services
- inspecting services
- investigating complaints
- taking enforcement action, when necessary, to improve care services.

We regulate around 15,000 services each year. Many are childminders, children's daycare services such as nurseries, and care home services. We regulate many other kinds of services, ranging from nurse agencies to independent healthcare such as hospices and private hospitals.

We regulate services for the very young right through to those for the very old. Our work can, therefore, affect the lives of most people in Scotland.

All our work is about improving the quality of care services.

We produce thousands of inspection reports every year; all are published on our website: www.carecommission.com. Reports include any complaints we investigate and improvements that we ask services to make.

The "Care services" area of our website also:

- allows you to search for information, such as reports, about the services we regulate
- has information for the people and organisations who provide care services
- has guidance on looking for and using care services in Scotland.

You can also get in touch with us if you would like more detailed information.

About the National Care Standards

The National Care Standards (NCS) set out the standards that people who use care services in Scotland should expect. The aim is to make sure that you receive the same high quality of service no matter where you live.

Different types of service have different National Care Standards. When we inspect a care service we take into account the National Care Standards that the service should provide.

The Scottish Government publishes copies of the National Care Standards online at: www.scotland.gov.uk

You can get printed copies free from:

Booksource
50 Cambuslang Road
Cambuslang Investment Park
Glasgow
G32 8NB
Tel: 0845 370 0067
Fax: 0845 370 0068
Email: scottishgovernment@booksource.net

What is inspection?

Our inspectors, known as Care Commission Officers (CCOs), check care services regularly to make sure that they are meeting the needs of the people in their care.

One of the ways we check on services is to carry out inspections. We may turn up without telling the service's staff in advance. This is so we can see how good the care is on a normal day. We inspect some types of services more often than others.

When we inspect a service, typically we:

- talk to people who use the service, their carers and families, staff and managers
- talk to individuals and groups
- have a good look around and check what quality of care is being provided
- look at the activities happening on the day
- examine things like records and files, if we need to
- find out if people get choices, such as food, choosing a key worker and controlling their own spending money.

We also use lay assessors during some inspections. These are volunteers who have used care services or have helped to care for someone who has used care services.

We write out an inspection report after gathering the information. The report describes how things are and whether anything needs to change.

Our work must reflect the following laws and guidelines:

- the Regulation of Care (Scotland) Act 2001
- regulations made under this Act
- the National Care Standards, which set out standards of care that people should be able to expect to receive from a care service.

This means that when we register or inspect a service we make sure it meets the requirements of the 2001 Act. We also take into account the National Care Standards that apply to it.

If we find a service is not meeting these standards, the 2001 Act gives us powers that require the service to improve.

Recommendations, requirements and complaints

If we are concerned about some aspect of a service, or think it could do more to improve its service, we may make a requirement or recommendation.

- 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.
- 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.

Complaints: We have a complaints procedure for dealing with any complaint about a registered care service (or about us). Anyone can raise a concern with us - people using the service, their family and friends, carers and staff.

We investigate all complaints. Depending on how complex it is, a complaint may be:

- upheld - where we agree there is a problem to be resolved
- not upheld - where we don't find a problem
- partially upheld - where we agree with some elements of the complaint but not all of them.

How we decided what to inspect

Why we have different levels of inspection

We target our inspections. This means we spend less time with services we are satisfied are working hard to provide consistently high standards of care. We call these low-intensity inspections. Services where there is more concern receive more intense inspections. We call these medium or high intensity inspections.

How we decide the level of inspection

When planning an inspection, our inspectors, or Care Commission Officers (CCOs) carefully assess how intensively each service needs to be inspected. They do this by considering issues such as:

- complaints
- changes to how the service provides care
- any notifications the service has given us, such as the absence of a manager
- what action the service has taken in response to requirements we have made.

The CCO will also consider how the service responded to situations and issues: for example how it deals with complaints, or notifies us about incidents such as the death of someone using the service.

Our inspections take account of:

- areas of care that we are particularly interested in (these are called Inspection Focus Areas)
- the National Care Standards that the service should be providing
- recommendations and requirements that we made in earlier inspections
- any complaints and other regulatory activity, such as enforcement actions we have taken to improve the service.

What is grading?

We grade each service under Quality Themes which for most services are:

- **Quality of Care and Support:** how the service meets the needs of each individual in its care
- **Quality of Environment:** the environment within the service (for example, is the service clean, is it set out well, is it easy to access by people who use wheelchairs?);
- **Quality of Staffing:** the quality of the care staff, including their qualifications and training
- **Quality of Management and Leadership:** how the service is managed and how it develops to meet the needs of the people it cares for
- **Quality of Information:** this is how the service looks after information and manages record keeping safely.

Each of the Quality Themes has a number of Quality Statements in it, which we grade.

We grade each heading as follows:

6	5	4	3	2	1
excellent	very good	good	adequate	weak	unsatisfactory

We do not give one overall grade.

How grading works.

Services assess themselves using guidance that we given them. Our inspectors take this into account when they inspect and grade the service. We have the final say on grading.

The Quality Themes for this service type are explained in section 2 The Inspection.

About the service we inspected

Argyll Community Housing Sheltered Housing Service is owned and managed by Argyll Community Housing Association Ltd (ACHA).

The service provides a Housing Support Service to older tenants who live in sheltered housing complexes throughout Argyll and Bute.

The service has 11 separate complexes in various locations throughout Argyll and Bute.

The complexes have on site community support assistants who mostly work mornings with an emergency call system covering the rest of the time the complex is unmanned.

Based on the findings of this inspection this 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	N/A

This inspection report and grades are our assessment of the quality of how the service is performing in the areas we examined during this inspection.

Grades for this care service may change after this inspection due to other regulatory activity; for example, if we have to take enforcement action to improve the service, or if we investigate and agree with a complaint someone makes about the service.

You can use the "Care services" area of our website (www.carecommission.com) to find the most up-to-date grades for this service.

How we inspected this service

What level of inspection did we make this service

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

What activities did we undertake during the inspection

During this inspection we spoke with:-

the Director of Housing and Neighbourhood Services,
the Human Resources and Training Manager,
a local manager Housing Services,
the Community Development Manager,
two Community Support assistants,
two tenants,
A cleaner at one of the complexes.

We looked at:-

the services self assessment,
staff and tenants returned Care Commission questionnaires,
personal files which included personal care plans and reviews of service,
supervision and personal development notes,
minutes of community support assistants meetings,
the staff recognition scheme,
the training plan and individual training plans,
the staff "update" which keeps all staff informed of what is happening in the service,
the ACHA "Tenants First" quarterly newsletter,
information about the TPAS scheme,
the tenants daily records.

Inspection Focus Areas (IFAs)

Each year we identify an area, or areas, we want to focus on during our inspections. We still inspect all the normal areas of a care service; these are extra checks we make for a specific reason.

For 2010/11 we will focus on:

- Quality assurance for care at home and combined care at home and housing support services.

You can find out more about these from our website www.carecommission.com.

Fire safety issues

The Care Commission no longer reports on matters of fire safety as part of its regulatory function. Where significant fire safety issues become apparent, we will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Care service providers can find more information about their legal responsibilities in this area at: www.infoscotland.com/firelaw

The annual return

We use annual returns (ARs) to:

- make sure we have up-to-date, accurate information about care services; and
- decide how we will inspect services.

By law every registered care service must send us an annual return and provide us with the information we have requested. The relevant law is the Regulation of Care (Scotland) Act 2001, Section 25(1). These forms must be returned to us between 6 January and 15 February.

Annual Return Received

Yes

Comments on Self Assessment

A self assessment was received from the service on 17 December 2010 and it was consistent with our findings during this inspection.

Taking the views of people using the care service into account

"I loved picking my new kitchen"

"I could not live here without the support of (Community Support Assistant)"

Taking carers' views into account

No carers were available to speak with during this inspection.

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 5 - Very Good

Statement 2

We enable service users to make individual choices and ensure that every service user can be supported to achieve their potential.

Service Strengths

The service was awarded a very good grade for this Quality Statement. This was decided after speaking with management, staff and tenants, looking at personal files and visiting two complexes.

Where the tenants agree, personal care plans and personal reviews of service are undertaken and recorded in individual files.

The complaints process is advertised and tenants are reminded of this process in the quarterly Newsletter.

Advocacy notices are displayed in the complexes.

New kitchens and bathrooms are being installed in some of the complexes and the tenants have chosen their preference of units, colour schemes etc.

Welfare Rights advice and support has been offered to all tenants following the withdrawal of the Supporting People funding. The withdrawal of this funding resulted in the tenants' charges increasing and also in the reduction of the hours the complexes are manned.

Some activities are planned by the Community Service Assistants although those have been severely slashed due to the reduction in their hours.

Areas for Improvement

Personal plans must be further developed to include more pertinent details of the tenants social, cultural and religious beliefs. Those plans should clearly show that it has been agreed and signed and dated by both the Community Support Assistant and the tenant.

Grade awarded for this statement

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Statement 5

We respond to service users' care and support needs using person centered values.

Service Strengths

The service was awarded a very good grade for this statement. This was decided after we spoke with the Human Resources Manager and two Community Support Assistants and looked at personal plans and other pertinent documentation.

Yearly person centred reviews of service are carried out and recorded in individual files.

Personal Development Reviews are carried out with each employee and training needs are clearly identified. Those are documented with the member of staff receiving a copy. Those are passed to the H.R. Manager who is also the Training Officer and training identified and provided. In the returned staff questionnaires issued by the Care Commission all staff returns stated that the training was excellent and up to date. This was found to be the case.

Staff are in attendance every day as the service employs relief Community Support Assistants.

Areas for Improvement

It would be of benefit if the housing support plans included outcome framework planning.

Grade awarded for this statement

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 - Very Good

Statement 1

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

Service Strengths

The service received a very good grade for this statement. This was decided after speaking with the Human Resources and Training Manager and the local Manager Housing Services. We also looked at accreditation relating to Tenant's Participation Advisory Service (TPAS).

An annual staff satisfaction survey is issued to all staff and the results collated and actions identified by the H.R. department. This questionnaire is now divided into two aspects "Workloads and Stress" and "Healthy Working Life".

Tenants receive yearly questionnaires and the local Manager Housing Services follows those up by speaking personally to tenants.

Tenants spoken with were aware of the participation strategy and their possible involvement with this.

The managers operate an open door policy for all staff.

The service operates an Employee of the Season award. The nominations come from tenants and staff and the decision is made by a panel of staff. The autumn award was given to a lady who cleans the complex from Dunmar Court in Oban and the lady received a £100 token. This achievement was also reported in the Newsletter.

The service now uses the Leaders Programme to assist in the development of the workforce.

As well as the complaints procedure being advertised in the complexes the Newsletter carries information on how to make a complaint with telephone numbers and contact names.

As reported in Statement 1.5 there is an appropriate training programme for each worker. All Community Support Assistants are presently undertaking SVQ level 2 and some managers are undertaking the care element of the SVQ 4.

The annual general meeting is used as an opportunity for people to ask any questions they could have regarding staffing.

Areas for Improvement

The service should continue to develop the good strategies already in place and continue to involve tenants in any development.

The service should consider involving tenants in recruitment and selection of staff. The service should consider a training programme for those tenants who are involved.

Grade awarded for this statement

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Statement 3

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

Service Strengths

The service received a very good grade for this Quality Statement. This was decided after talking to staff and looking at minutes of team meetings, personal development reports and training plans.

Codes of Conduct are given to all staff and they sign that they have received them.

Copies of information regarding the protection of Children and Vulnerable Adults are available in each complex. Staff spoken with during the inspection were aware of those and aware of the procedures they should take if they had any concerns.

Staff spoken with stated that the training they had received enabled them to offer a quality service to the tenants which met all their identified needs. They also stated that they felt safe and supported by the service at all times.

National Care Standards documentation is in each complex and the Community Support Assistants were aware of the contents. Minutes of the team meetings indicated that those standards were upheld.

Monthly staff updates are available via the service website and staff are informed about any developments including legislation and policy developments.

Areas for Improvement

The service should continue to support, train and develop staff to ensure that they continue to meet the needs of the tenants of ACHA.

Grade awarded for this statement

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Other Information

Complaints

Enforcements

Additional Information

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).

Summary of Grades

Quality of Care and Support - 5 - Very Good	
Statement 2	5 - Very Good
Statement 5	5 - Very Good
Quality of Staffing - 5 - Very Good	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
Quality of Management and Leadership - Not Assessed	

Inspection and Grading History

Terms we use in our report and what they mean

Action Plan - When we inspect a service, or investigate a complaint and the inspection report highlights an area for improvement; either through recommendations or requirements, the action plan sets out the actions the service will take in response.

Best practice statements/guidelines - This describes practices that have been shown to work best and to be achievable in specific areas of care. They are intended to guide practice and promote a consistent and cohesive approach to care.

Care Service - A service that provides care and is registered with us.

Complaints - We have a complaints procedure for dealing with any complaint about a registered care service or about us. Anyone can raise a concern with us - people using the service, their family and friends, carers and staff.

We investigate all complaints which can have more than one outcome. Depending on how complex the complaint is, the outcomes can be:

- upheld - where we agree there is a problem to be resolved
- not upheld - where we don't find a problem
- partially upheld - where we agree with some elements of the complaint but not all of them.

Enforcement - To protect people who use care services, the Regulation of Care (Scotland) Act 2001 gives the Care Commission powers to enforce the law. This means we can vary or impose new conditions of registration, which may restrict how a service operates. We can also serve an improvement notice on a service provider to make them improve their service within a set timescale. If they do not make these improvements we could issue a cancellation notice and cancel their registration.

Disclosure Scotland- Disclosure Scotland provides an accurate and responsive disclosure service to enhance security, public safety and protect the vulnerable in society. There are three types or levels of disclosure (i.e. criminal record check) available from Disclosure Scotland; basic, standard and enhanced. An enhanced check is required for people whose work regularly involves caring for, training, supervising or being in sole charge of children or adults at risk; or to register for child minding, day care and to act as foster parents or carers.

Participation - This describes processes that allow individuals and groups to develop and agree programmes, policy and procedures.

Personal Plan - This is a plan of how support and care will be provided. The plan is agreed between the person using the service (or their representative, or both of them) and the service provider. It is sometimes called a care plan mostly by local authorities or health boards when they commission care for people.

How you can use this report

Our inspection reports give care services detailed information about what they are doing well and not so well. We want them to use our reports to improve the services they provide if they need to.

Care services should share our inspection reports with the people who use their service, their families and carers. They can do this in many ways, for example by discussing with them what they plan to do next or by making sure our report is easily available.

People who use care services, their relatives and carers

We encourage you to read this report and hope that you find the information helpful when making a decision on whether or not to use the care service we have inspected. If you, or a family member or friend, are already using a care service, it is important that you know we have inspected that service and what we found. You may find it helpful to read previous inspection reports about his service.

The Care Commission

We use the information we gather from all our inspections to report to Scottish Ministers on how well Scotland's care services are performing. This information helps us to influence important changes they may make about how care services are provided.

Reader Information

This inspection report is published by the Care Commission. It is for use by the general public. You can get more copies of this report and others by downloading it from our website www.carecommission.com or by telephoning 0845 603 0890.

Translations and alternative formats

This publication is available in other formats and other languages on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrtas.

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ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

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本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.

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Improving care in Scotland