

Southside Elderly Housing Support Services Housing Support Service

Southside House
135 Fifty Pitches Road
Glasgow
G51 4EB

Telephone: 0141 422 1112

Type of inspection: Announced (short notice)
Inspection completed on: 31 July 2017

Service provided by:
Southside Housing Association Ltd

Service provider number:
SP2004005401

Care service number:
CS2003053771

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

This service has been registered since 2004.

Southside Elderly Housing Support Services provide warden support to older people in their own home. The service is provided to people living in Newark/Nithsdale Road and Herriet Court sheltered housing complexes. People who live in these complexes also have a communal lounge area on site.

A visiting support service is provided to people living in and around the sheltered housing which incorporates the Mera Ghar support service to older woman of ethnic minority backgrounds.

The aims of the service are to support people in their choice to live in their own homes where possible.

There have been an ongoing review and assessment of the service in the months prior to inspection to look at future options.

What people told us

As part of the inspection process we reviewed the completed and returned Care Inspectorate questionnaires from people who use the service. We took account of the comments received within the questionnaires when we carried out the inspection.

We also met with 16 tenants who use the service (including joining the breakfast club at one development) to hear their views on key aspects of the service.

We received mixed comments about the service. The positive comments suggested that the service had a positive impact to individuals day to day experiences; -

"I enjoy the activities that they organise, for example the computer classes, these helped me gain more confidence".

"I feel that they are good at keeping you up to date with what is happening".

"As an organisation they keep you up to date".

"I have gained peace of mind, feel safe and secure living here, which means my family are happier".

"The warden is very good at directing you to services that can help".

"The daily calls to me (made by the warden) are okay".

We also heard that the service is good at arranging for repairs to be carried out promptly.

A number of less positive comments received related to a lack of communications from the organisation, particularly in relation to the service review and being clear of what the future options will be for tenants. Several commented that frequent meetings with the management team would help reduce anxieties and that the service provider could advocate more as far as taking issues with the common room forward.

Self assessment

The service was not required to submit a self assessment as part of this inspection process.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of staffing	4 - Good
Quality of management and leadership	not assessed

What the service does well

The service commissioned an external organisation Research Resource to carry out a survey with sheltered housing tenants. This involved 74 interviews with tenants and relatives or representatives in February 17. The purpose is to help the organisation understand their tenant profile and consider what the future options are. The findings will be used to inform the committee on the ways forward.

The service previously carried out quarterly meetings with tenants - the last record of minutes was February 17. The service used this opportunity to inform tenants of the above work and shared how they could be directly involved. We heard that there had been a further meeting in April 17 to discuss refurbishment.

There have been some improvements in relation to the service recording outcomes for service users. We shared an example when a review meeting had been used to good effect in establishing the impact the service had made to an individual service user.

The wardens at each site continue to log when they have made daily welfare checks (Monday to Friday) with service users. Through interviewing staff it is evident that they have a good level of knowledge in relation to external services which could be assistance to service users when there are changes to their health and wellbeing. There are good links with the community initiative team which has helped tenants develop and build relationships/connections with the local community. The breakfast club introduced has been a good success in this area.

Incidents and complaints are recorded electronically with a good structure which provides an opportunity to record key information/actions taken.

Staff interviews revealed that staff meetings have recently been re-activated, are of value as far as offering guidance and support to staff. Staff performance and development reviews were of a supportive nature and begin to encourage staff to identify their specific training and development needs. We examined staff training records and found some of the training offered was relevant to their role.

The service has had some turnover of staff since the previous inspection. Interview with a newer staff member revealed that there were good shadowing opportunities with experienced staff to help understand how to carry out procedures.

What the service could do better

See comments in relation to communications by the service in what people told us. Through sampling the content of care plans the quality of the content remains variable. The service has introduced a new type of care plan to encourage staff to be more outcome focused. However, improvements are needed to capture this information. We shall repeat the recommendation made previously. (See recommendation 1)

We checked and found that reviews are not universally being carried out as per the legislative frequency. We shall repeat a recommendation we made previously. (See recommendation 2)

Whilst there is a good structure to the incident reporting system, it was clear from sampling that staff are not using these prompts to check associated assessments are either in place or revisited.

We also looked at care plans of service users who had experienced falls. We found that the service had not reviewed or evaluated the content or updated associated risk assessments. We shall repeat a recommendation that we made previously. (See recommendation 3)

Staff meetings have recently been re-activated, however, they need further development to encourage staff to look at best practice material and encourage reflection on practices. Whilst there have been some training opportunities, there is no training needs analysis which would help produce a coherent training plan relevant to the role and remit of staff, taking account of the needs of people who staff support. This should include adult support and protection and condition specific training. We made a recommendation previously in connection with this area and shall repeat. (See recommendation 4)

The service should re-visit with staff and help them be clear of their role in reporting incidents and carrying follow up actions to reduce associated risks. We shall make a recommendation that this be included as part of staff training and development sessions. (See recommendation 5)

We identified improvements which should be made with how the service recruits staff, including ensuring robust pre-employment checks are readily accessible for checking. We discussed this further with the registered manager after the visit and received agreement that improvements shall be made to make these easily accessible for checking.

The service currently has no written induction procedure and structured approach to equip new staff who join the service. We shall make a recommendation in connection with this area. (See recommendation 6)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 6

1. The service provider should continue to work in partnership with tenants to ensure that support plans are "outcome focused". Tenants and or a representative should sign that they are in agreement with the content. Regular evaluation should be carried out to ensure that supports are meeting identified needs. This is to adhere to;

National Care Standards housing support - Standard 4: Housing support planning.

2. The service provider must ensure that reviews are carried out with each tenant who receives a housing support service at a maximum interval of six months. This is to adhere to;

National Care Standards housing support - Standard 4: Housing support planning.

3. The service provider should ensure that appropriate follow up actions are taken post accident or incident. This includes re-visiting individual risk assessments and ensuring support plans are updated. This is to adhere to;

National Care Standards housing support - Standard 3: Management and staffing arrangements.

4. The service provider should carry out a training need analysis and use this information to shape a training plan. Staff appraisals and supervision sessions should adhere to organisational policy and inform the staff training plan. This is to adhere to;

National Care Standard housing support - Standard 3: Management and staffing arrangements.

5. The service provider should re-visit with staff and help them be clear of their role in reporting incidents and carrying follow up actions to reduce associated risks. This should be included as part of staff training and development session. This is to adhere to;

National Care Standards housing support - Standard 3: Management and staffing arrangements.

6. The service provider should ensure that there is a written procedure which reflects a structured induction programme for any new staff member. This should include key policies, procedures and mandatory training to help equip staff with necessary skills and knowledge. This is to adhere to;

North Ayrshire Council housing support - Standard 3: 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								
15 Apr 2015	Unannounced	<table> <tr> <td>Care and support</td> <td>4 - Good</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>4 - Good</td> </tr> <tr> <td>Management and leadership</td> <td>4 - Good</td> </tr> </table>	Care and support	4 - Good	Environment	Not assessed	Staffing	4 - Good	Management and leadership	4 - Good
Care and support	4 - Good									
Environment	Not assessed									
Staffing	4 - Good									
Management and leadership	4 - Good									
26 Apr 2013	Unannounced	<table> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>5 - Very good</td> </tr> <tr> <td>Management and leadership</td> <td>5 - Very good</td> </tr> </table>	Care and support	5 - Very good	Environment	Not assessed	Staffing	5 - Very good	Management and leadership	5 - Very good
Care and support	5 - Very good									
Environment	Not assessed									
Staffing	5 - Very good									
Management and leadership	5 - Very good									
19 May 2011	Unannounced	<table> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>5 - Very good</td> </tr> <tr> <td>Management and leadership</td> <td>5 - Very good</td> </tr> </table>	Care and support	5 - Very good	Environment	Not assessed	Staffing	5 - Very good	Management and leadership	5 - Very good
Care and support	5 - Very good									
Environment	Not assessed									
Staffing	5 - Very good									
Management and leadership	5 - Very good									
11 Sep 2009	Announced	<table> <tr> <td>Care and support</td> <td>4 - Good</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>4 - Good</td> </tr> <tr> <td>Management and leadership</td> <td>4 - Good</td> </tr> </table>	Care and support	4 - Good	Environment	Not assessed	Staffing	4 - Good	Management and leadership	4 - Good
Care and support	4 - Good									
Environment	Not assessed									
Staffing	4 - Good									
Management and leadership	4 - Good									

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

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

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

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

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

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

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.