

**Highland Council (Housing) Caithness Housing Support Service**

**Service name**

Highland Council (Housing) Caithness Housing Support Service

**Service address**

Market Square

Wick KW1 4AB

**Type of care service**

Housing Support Service

**Provider name**

Highland Council

**Service number**

CS2004081026

**Date of inspection**

12 December 2006

**Type of inspection**

Announced

**Care Commission Office**

Unit 4, 39-41 Harbour Road, Inverness, IV1 1UF.

**Period since last inspection**

Eleven months.

## **Introduction**

Caithness Housing Support Service was first registered with the Care Commission on 18th October 2004. The service was managed by the Local Authority and provided a Housing Support Service for service users living in sheltered housing in Thurso, Lybster, Castletown and Halkirk.

## **Basis of Report**

Prior to the inspection the service had completed an annual return and self-evaluation form. The Care Commission Officer had spoken with the principal housing officer, two warden's and had utilised questionnaires from service users. Staff questionnaires were also utilised as part of the inspection.

Forty five service user questionnaires were sent out and seventeen returned. Nine staff questionnaires were sent out and six returned.

The report was based on consideration of the service's compliance with regulations associated with the Regulation of Care (Scotland) Act 2001 and whether the service was meeting the following National Care Standards for Housing Support.

Standard 2 - Your legal rights

Standard 3 - Management and Staffing

Standard 4 - Housing support planning

Standard 6 - Choice and communication

A safer recruitment theme was also taken into consideration during this inspection.

A range of documents, policies and procedures were looked at during the inspection and included:

Tenant's handbook

Tenancy agreement

Support plan

Induction

Complaints

Health and Safety

**Action taken on requirements in last Inspection Reports**

There was one requirement and three recommendations from the last inspection and these had all been actioned.

**Comment on Self-Evaluation**

Self-evaluation had assisted the inspection process.

**View of Service Users**

Feedback from service users questionnaires had indicated that they were very happy with the service they received.

**View of Carers**

N/A

## **Regulations / Principles**

### **National Care Standards**

#### **National Care Standard Number 2: Housing Support Services - Your Legal Rights**

##### **Strengths**

Potential service users were able to receive a pre-tenancy interview at which the terms of the tenancy were explained and if appropriate, signed.

Service users had received a copy of the tenancy agreement which had included information on charges and ending the tenancy. A tenant handbook was also provided to service users and clearly defined the service that would be provided.

A housing support plan would also be agreed with each service user and this outlined the housing support service they would receive.

##### **Areas for Development**

#### **National Care Standard Number 3: Housing Support Services - Management and Staffing Arrangements**

##### **Strengths**

A comprehensive range of policies and procedures were in place.

Staff had access to training and recent training had included: first aid, vulnerable adults and equal opportunities.

Staff were not involved in financial transactions.

There had been no complaints against the service.

The housing officer had carried out regular visits to the sheltered housing complex's and this included opportunities for discussions with staff.

### **Areas for Development**

Not all staff were aware that staff meetings or supervision was available to them. The service needs to make all staff aware that there are staff meetings available for them to attend and that they have access to supervision.

### **National Care Standard Number 4: Housing Support Services - Housing Support Planning**

#### **Strengths**

All housing support plans had been completed with involvement from the service users. All service users were given a copy of their support plan. The housing support plans had contained information which included: Date of commencement of plan, review dates, emergency contact details, visits from the warden, medical details, support services, daily living skills, mobility, communication, finance and living in the scheme.

Reviews of the housing support plan were carried out, with service user involvement, every six months.

### **Areas for Development**

### **National Care Standard Number 6: Housing Support Services - Choice and Communication**

#### **Strengths**

Service users were provided with a comprehensive tenant handbook which was clearly written. The wardens took time to go over this information with new service users. There were housing support plans in place which recorded the service users' wishes in relation to the housing support service. Service users questionnaires had indicated that they were satisfied with the information provided.

### **Areas for Development**

**Enforcement**

N/A

**Other Information**

An audit of the service's safer recruitment policies and procedures had been carried out by the Care Commission resulting in one requirement that has now been actioned.

**Requirements**

N/A

**Recommendations**

N/A

**Lee Gordon**

**Care Commission Officer**