

Highland Council (Housing) Badenoch, Strathspey and Nairn

Service name

Highland Council (Housing) Badenoch, Strathspey and Nairn

Service address

Ruthven Road,

Kingussie PH21 1EJ

Type of care service

Housing Support Service

Provider name

Highland Council

Service number

CS2004080992

Date of inspection

17 January 2007

Type of inspection

Announced

Care Commission Office

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

Period since last inspection

10 months

Introduction

Badenoch, Strathspey and Nairn Housing Support Service was registered with the Care Commission on 17th January 2007. The service was managed by the Local Authority and provided a Housing Support Service for service users living in sheltered housing in Nairn and Aviemore .

Basis of Report

Prior to the inspection the service had completed a pre-inspection return.

The Care Commission Officer (CCO) spoke with the manager, interviewed two service users as well as utilising questionnaires from service users. Staff questionnaires were also as part of the inspection.

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

Housing Support plans

Staff files

Complaints

Health and Safety

Action taken on requirements in last Inspection Reports

No requirements were made following the last inspection.

Comment on Self-Evaluation

Self-evaluation assisted the inspection process.

View of Service Users

Service users were generally very positive about the service that was provided and the support they received from the wardens. Comments had included: " the warden is very helpful " and " I'm very happy with the service " .

View of Carers

No carers were available on the days of the inspection.

Regulations / Principles

National Care Standards

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

Strengths

Tenants were given a copy of their Scottish Secure Tenancy Agreement which outlined the service which should be provided by Highland Council . Signed copies of this agreement were held at the local housing service.

Areas for Development

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

Strengths

The manger stated that service continued to operate a staff training programme linked to personal development plans. The manager outlined her wish to link areas of training to the National Care Standards.

A whistle blowing policy was in place. The service also had policies in place relating to record keeping including the recording of incidents accidents and complaints.

All new staff were to be subjected to disclosure checks and the taking of up of references.

The service had developed the Aims and Objectives of the service and a poster had been produced so that they maybe more easily identified be service users and their representatives.

The local authority had been the subject of focussed inspection in respect of its' recruitment procedure.

Following this inspection steps were required of the provider. The CCO had been informed that this requirement had been met .

Staff were involved in the collection of monies from tenant's regarding transport costs. There was now a transparent system in place where by financial transactions were recorded.

Areas for Development

The service to build on the personal development programme to ensure that staff are aware of the qualification requirements of the Scottish Social Services Council when these become known.

The Nairn development had facilities on site where confidential information could be securely stored.

The service to review the administration support and storage opportunities, available to the warden operating the Aviemore development and evidence that the arrangements meet with good practice (see recommendation 1).

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

Strengths

Staff had been provided with training regarding the completion of housing support plans. Plans contained appropriate information relating to the service users. Tenants were provided with a copy of these plans and these plans had been reviewed in line with guidance.

Areas for Development

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

Strengths

The housing service had developed a number of useful leaflets for service users. These leaflets included "Sheltered Housing Information".

The housing service staff made use of support plans to communicate service user's views.

Service users had also been provided with a leaflet titled "Useful Housing Contacts" which outlined the various local and national independent advocacy services.

Areas for Development

Enforcement

No enforcement action was taken as a result of this inspection.

Other Information**Requirements**

No requirements were made as a result of this inspection.

Recommendations

Recommendation 1: The service to review the administration, support and storage facilities, available to the warden operating the Aviemore development and evidence that the arrangements meet with good practice (see recommendation 1).

National Care Standards Housing Support Services, Standard 4 : Management and Safety Arrangements.

Rod Coltart

Care Commission Officer