

Sheltered Housing - Inverness, Nairn, Badenoch & Strathspey Housing Support Service

Hilton Service Point
17 Hilton Village
Inverness
IV2 4HT

Telephone: 01463 246027

Type of inspection: Unannounced
Inspection completed on: 4 December 2017

Service provided by:
Highland Council

Service provider number:
SP2003001693

Care service number:
CS2004081153

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 was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

The service is operated and managed by Highland Council housing department and is located in several sites across Inverness, Nairn and Badenoch. A manager has overall responsibility for the operation of the service and day-to-day management.

Sheltered Housing - Inverness, Nairn, Badenoch and Strathspey provides small, easy to manage rented accommodation with the services of an onsite or local warden. All of the sheltered houses are provided with a community alarm or help call system (Telecare), for use in emergencies. This is either connected to the warden service or a resources centre and 24 hour cover is provided. The warden service offers tenants security of knowing someone is there to help when and if needed.

The service aimed to provide appropriate, affordable rented housing which meets the needs of older people. It further aimed to provide a flexible, warden run housing support service for sheltered housing tenants.

What people told us

We received 48 completed care standards questionnaires. 96% of the respondents indicated that they were happy overall with the quality of care and support the service gave them. Comments received included:

'As someone who did not want sheltered housing at the beginning I was so unhappy as I thought people wanted to know too much about me, and that made me feel old. But having stayed here for a year and a half I absolutely love it and the fact that the carers really would do anything to help us. I am so happy and content living here. Would not want to live anywhere else.'

'I have lived here for 21 years. I am very happy living here and have great staff helping me. Both wardens are very helpful and make me live easier with peace of mind.'

During the inspection we spoke with three tenants. All were pleased to be staying in sheltered housing. They made many positive comments about the wardens helpfulness, about how safe they felt and about the social activities they enjoyed within their development.

Self assessment

A self assessment was not requested before the inspection.

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 wardens provided a regular visit or call to the majority of the sheltered houses. Feedback indicated that tenants enjoyed the friendly and respectful nature of the contact. Wardens were good at listening to the tenants and they would put the tenant in touch with various health or social work professionals if necessary. Wardens demonstrated that they knew their tenants well. For those that did not wish daily contact, wardens ensured that they saw these tenants reasonably regularly as they were going about their daily duties.

There were good systems in place to create and update support plans. The template had been changed so that the paperwork could easily be kept up to date. The recommendation from the previous report was met. These well organised plans recorded brief contact and health details that the wardens needed. We could see that they were reviewed regularly.

The wardens were provided with training for their role. New wardens had an induction which included shadowing a more experienced warden. Wardens enjoyed their work and found the manager supportive and approachable. There were regular wardens' meetings where they could discuss their day-to-day work. These meetings were considered useful and informative. The manager offered supervision.

The manager would occasionally cover a shift for a warden and was on call for those tenants who did not have anyone to act as a first responder for telecare. She would visit the different developments regularly so had a good knowledge of the tenants.

If the development had communal facilities or guest rooms it was part of the warden's role to encourage the use of these rooms. From our visits to the developments we found a variety of activities were taking place including coffee mornings, charity auctions, quizzes and games. Tenants appreciated these events which helped reduce isolation through socialising with their neighbours.

The registered manager indicated that she was now being more supported in her role by the appointment of new managerial staff. She ensured that the wardens kept support plans and reviews up to date and audited them to ensure their quality.

What the service could do better

Wardens as part of their documentation were completing a risk assessment for each tenant. This was good practice for those who had a significant risk that wardens should know about as there may be a need for them to take action.

The provider needed to develop a training and development strategy. This would clarify the training needed for the wardens' role and how often it needed refreshed. Given the wardens involvement with tenants with increasingly complex needs the training should reflect the wardens' crucial role in alerting other professionals to tenants difficulties. Training should include awareness of health conditions and associated risks to enable them to make timely referrals.

The strategy also needed to follow best practice regarding recommended employer's procedures including supervision and appraisal. Given wardens' isolated role, they need regular dedicated supervision when they have time to discuss issues arising from their work. Management also need to be able to assess wardens' understanding of the training and service policies and procedures. (See Recommendation 1)

As some of the tenants live with dementia, wardens should have a good understanding of this and how best to interact with them. Management should provide dementia training at least to the skilled level of the 'Promoting Excellence' framework developed by Scottish Social Services Council and NHS Education for Scotland. (See Recommendation 2)

A new Principal Tenant and Customer Engagement Officer had recently been appointed to manage the Tenant Participation Officers within Highland Council and part of the remit would cover the sheltered housing developments. It was hoped that this person would provide more opportunities for active participation by the tenants.

Highland Council was currently reviewing the sheltered housing service. It was recognised that the present arrangement of the registered manager being on call for those that did not have telecare responders was unsustainable.

It would be beneficial to the service and its staff to have an overarching annual improvement plan that could be published. Management stated that both the tenant's guide and the warden's handbook needed to be updated as had been published for a number of years.

The provider/manager is required to notify the Care Inspectorate of certain events including when a person who uses the service has sustained an injury and requires medical attention. See our website: [http://www.careinspectorate.com/images/documents/2611/Records that all registered care services \(except childminding\) must keep and guidance on notification reporting \(V6\).pdf](http://www.careinspectorate.com/images/documents/2611/Records%20that%20all%20registered%20care%20services%20(except%20childminding)%20must%20keep%20and%20guidance%20on%20notification%20reporting%20(V6).pdf)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. It is recommended that Highland Council develop a suitable training and development strategy for the sheltered housing wardens. The strategy would clarify their training requirements and how often these would be refreshed. It would also outline supervision and appraisal arrangements and requirements.

National Care Standards, Housing Support Services: Standard 3 - Management and staffing arrangements.

2. It is recommended that the provider ensure that wardens have training about dementia at least equivalent to the skilled level of 'Promoting Excellence' framework.

National Care Standards, Housing Support Services: 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								
16 Mar 2016	Announced (short notice)	<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>5 - Very good</td> </tr> </table>	Care and support	4 - Good	Environment	Not assessed	Staffing	4 - Good	Management and leadership	5 - Very good
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