

Milnbank Housing Association Ltd Housing Support Unit Housing Support Service

53 Ballindalloch Drive
Dennistoun
Glasgow
G31 3DQ

Telephone: 0141 554 6943

Type of inspection: Unannounced
Inspection completed on: 17 November 2016

Service provided by:
Milnbank Housing Association Limited

Service provider number:
SP2003000178

Care service number:
CS2004060651

About the service

Milnbank Housing Association Ltd Housing Support Unit is registered with the Care Inspectorate to provide a housing support and care at home service to 'support vulnerable adults over the age of 16 years'.

The service is located in the east end of Glasgow and comprises of three sites: Culloden Street, Walpole and Circus Drive. At the point of the inspection Culloden Street was going through the process of becoming a stand alone service. Therefore the focus of the inspection was on Walpole and Circus Drive. Both services provide accommodation and support to single homeless women and their children.

Staff cover is provided on a 24 hour basis with a sleepover presence overnight in each of the two sites. The registered manager oversees the service with support from a team of senior support workers and support workers.

"The aim of the service is to provide a high quality service to service users and offer opportunities to learn the skills that they will require in order for them to be able to maintain a mainstream tenancy when they are assessed as being ready to move on from the project".

What people told us

Prior to the inspection we sent the service 30 care standard questionnaires to distribute to service users and carers/relatives. We received nine responses which indicated high levels of satisfaction about the service.

During the inspection we met with four service users. This was done by visiting one person in their flat and three people who chose to meet with us at the office base. We also offered to speak with people by telephone if they preferred this instead of a visit.

The overall feedback showed that people were receiving a good service from staff who were flexible, caring and responsive to their needs. Comments included:

"Staff have been brilliant here, I've had drug problems before coming here and wasn't too sure if I would get in because the place supports women with children. But they took how long I had been drug free into account and offered me a place. I wanted to come here because it's got a good reputation at helping homeless women.....so far it's been really good, I'm hopeful about my plan for moving on."

"I don't really need help with keeping a house, but the staff are helping me try and get a house and deal with appointments and letters. I can't read very well, so they help with stuff like that."

"The service has been key to a lot of doors that have been locked within my progress and journey. Without the commitment and support from staff I would not have been able to progress as much as I have or have the confidence to do so. The enjoyment my two girls get coming to the service has been amazing and the staff have made an extra effort to help the girls adjust to a new surrounding. The level of support that has been made available to me, such as housing support, filling in forms, cooking, activities, anything! has been 110%. The encouragement that has come along within the support is more than I have experienced within the care sector and for that I'm extremely grateful and thankful".

Self assessment

The self-assessment only included information on two of the three services included in the service's registration at the point of the inspection. Although the service (Culloden Street) that was not included was due to become a separately registered service, all information relevant to all parts of the service are required to be reported on within the self-assessment. Whilst we saw some good information in the self-assessment, there needs to be a focus on outcomes and evidence of people's involvement and contribution to grading. This approach and the link to a 'live' service development plan was discussed in detail as part of 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

Based on our findings, the service was graded 'good' in areas relating to the Quality of Care and Support and Quality of Staffing.

When we looked at participation, we saw that tenants were given regular opportunities to comment on the quality of service. This included day-to-day contact through welfare checks, weekly home visits, surveys, tenant meetings and monthly reviews. Whilst tenant meetings were not well attended, the service was committed to looking at ways to improve this. From the other methods of participation we could see that people were involved in decisions about their support and that the service was responsive to people's views.

Newsletters were used to share some very good information with people about local events and facilities, such as walking clubs and a new café. Staff had also included cost effective and healthy recipes in the newsletter to help people with cooking and budgeting skills. We suggested that the newsletter could be used as a means to invite tenant feedback as part of participation.

People spoke about positive outcomes and the difference the support had made to improving the situation that had brought them to the service. For example, housing applications were being progressed to secure accommodation, people had a safe place to allow contact with their children and people were gaining practical skills needed to maintain a tenancy.

Staff carried out welfare checks four times a day in order to establish contact and to offer any assistance or advice. Weekly home visits took place and this involved a practical check-in to review the accommodation and a person's overall well-being. It was agreed that records on weekly home checks could reflect more detail of the overall support provided, rather than focusing purely on housekeeping matters. Reviews included a 'my story', which was person centred and captured people's well-being over the previous month.

The service had good links with key agencies that included addiction workers, social workers, midwives, family centres and mental health teams. Tenants were encouraged to register with GPs, dentists and opticians.

People described staff as "caring and skilled" and it was good to see tenant involvement in recruitment of workers. Staff presented with a good values base when discussing tenants and described supportive and effective team working. We saw that supervision, appraisal and team meetings took place and staff thought that these processes were meaningful. It was good to see that the continuous learning framework was in place and included reflective practice. We signposted the manager to 'Step into Leadership' as part of on-going staff learning (see <http://www.sssc.uk.com/workforce-development/supporting-your-development/leadership-and-clf>).

What the service could do better

Personal plans contained a lot paperwork that could impact on ease of access for people. We suggested that the service may wish to use one page profiles and tools, such as 'Progress for Providers' to evaluate approaches to personal planning (see <http://www.helensandersonassociates.co.uk/>).

The manager agreed to develop a participation policy that was specific to the service.

When we looked at the admission policy this did not clearly explain the process and framework for assessment through to care planning and risk assessment. (See Recommendation 1).

Improvement was needed in approaches to risk assessment and we have made a recommendation for staff to receive related training in this area. In addition, staff would benefit from regular access to websites such as the Care Inspectorate Hub and SSSC in order to keep up to date with best practice. (See Recommendation 2).

The service did not have some risk assessments in place that we would have expected, and this highlighted the need for audits of personal plans to be carried out. (See Recommendation 3).

Whilst we could see records of accidents and incidents there was not a pro-forma to structure these reports. The manager agreed to take this forward in line with best practice.

The management team agreed to progress work on a service development plan and to improve approaches to self-assessment that would be more inclusive of key people.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 3

1. The admission policy should be developed to make clear the admission process and framework for assessment through to care planning and risk assessment.

National Care Standards, Housing Support Services, Standard 3: Management and Staffing Arrangements and Standard 4: Housing Support Planning.

National Care Standards, Care at Home, Standard 3: Your Personal Plan, Standard 4: Management and Staffing Arrangements, Standard 7: Keeping Well-Healthcare.

2. Staff should receive training on risk assessment and have regular access to best practice resources through resources such as the Care Inspectorate Hub and SSSC website.

National Care Standards, Housing Support Services, Standard 3: Management and Staffing Arrangements and Standard 4: Housing Support Planning.

National Care Standards, Care at Home, Standard 3: Your Personal Plan, Standard 4: Management and Staffing Arrangements, Standard 7: Keeping Well-Healthcare.

3. A pro-forma should be developed to audit personal plans to ensure that key information, such as risk assessments are in place when needed.

National Care Standards, Housing Support Services, Standard 3: Management and Staffing Arrangements and Standard 4: Housing Support Planning.

National Care Standards, Care at Home, Standard 3: Your Personal Plan, Standard 4: Management and Staffing Arrangements, Standard 7: Keeping Well-Healthcare.

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 Sep 2015	Announced (short notice)	<table border="0"> <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
Care and support	4 - Good									
Environment	Not assessed									
Staffing	4 - Good									
Management and leadership	5 - Very good									
27 May 2014	Unannounced	<table border="0"> <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
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Environment	Not assessed									
Staffing	4 - Good									
Management and leadership	4 - Good									
28 Mar 2012	Unannounced	<table border="0"> <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>Not assessed</td> </tr> <tr> <td>Management and leadership</td> <td>6 - Excellent</td> </tr> </table>	Care and support	5 - Very good	Environment	Not assessed	Staffing	Not assessed	Management and leadership	6 - Excellent
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26 Aug 2010	Announced	<table border="0"> <tr> <td>Care and support</td> <td>6 - Excellent</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>Not assessed</td> </tr> </table>	Care and support	6 - Excellent	Environment	Not assessed	Staffing	5 - Very good	Management and leadership	Not assessed
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19 Nov 2009	Announced	<table border="0"> <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>Not assessed</td> </tr> </table>	Care and support	5 - Very good	Environment	Not assessed	Staffing	5 - Very good	Management and leadership	Not assessed
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