

Care service inspection report

Milnbank Housing Association Ltd Housing Support Unit Housing Support Service

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Glasgow
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Inspected by: Marjorie Bain

Type of inspection: Unannounced

Inspection completed on: 28 March 2012



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Service provided by:

Milnbank Housing Association Limited

Service provider number:

SP2003000178

Care service number:

CS2004060651

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Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

We gave the service these grades

Quality of Care and Support	5	Very Good
Quality of Staffing		N/A
Quality of Management and Leadership	6	Excellent

What the service does well

This is a very person centred service, led by a manager who is highly committed to ensuring staff deliver high quality services.

What the service could do better

The service has identified a need to broaden the range of opportunities and experiences it offers to older people living in supported housing and for those in receipt of floating support.

What the service has done since the last inspection

The service has taken the opportunity, presented by the imminent retiral of a member of staff working in its older people warden service, to totally redesign the range of services it provides to older people.

Conclusion

This is a service which seeks to be the best in all that it does and has established effective partnerships with local agencies and volunteer groups.

Who did this inspection

Marjorie Bain

1 About the service we inspected

Before 1 April 2011 this service was registered with the Care Commission. On this date new scrutiny body, Social Care and Social Work Improvement Scotland (SCSWIS), took over the work of the Care Commission, including the registration of care services. This means that from 1 April 2011 this service continued its registration under the new body, SCSWIS.

Milnbank Housing Association is a Housing Support and Care at Home service. There are two branches, each with two services within each branch. The integrated branch is composed of two services which offer support to vulnerable adults living in supported accommodation.

The Housing with Support branch is composed of two services. One service is sheltered housing which accommodates 30 people. The other provides support to vulnerable people with their own tenancies.

The Objectives state: To develop and continually seek to enhance, direct provision that is of the highest quality coupled with working practices that are generally regarded as the best within the sector.

The full statement of Aims and Objectives is available.

Based on the findings of this inspection this service has been awarded the following grades:

Quality of Care and Support - Grade 5 - Very Good

Quality of Staffing - N/A

Quality of Management and Leadership - Grade 6 - Excellent

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.scswis.com or by calling us on 0845 600 9527 or visiting one of our offices.

2 How we inspected this service

The level of inspection we carried out

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

What we did during the inspection

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

We inspected the service on 2 March 2012 between the hours of 9:50 and 16:50 and on 13 March 2012 between the hours of 11:30 and 15:00.

We issued 15 Quality Standards Questionnaires to service users and 4 were returned prior to the inspection. We issued 8 Quality Standards Questionnaires to staff and 3 were returned prior to the inspection.

In this inspection we gathered evidence from various sources, including the relevant sections of policies, procedures, records and other documents, including:

Annual Return

Self Assessment

Tenant Participation Strategy (2011)

Milnbank Messenger (Issue Number: 113 - December 2011)

Returned service user Quality Standards Questionnaire (4)

Service's own service user feedback

Support Plans for people using the service (7)

Met with people using the services (8)

Service Investors in People external evaluation (February 2012)

Minutes of Service Committee Meeting (December 2011)

Independent Consultant Support Service Surveys (2006 and updated 2011)

Service Response to Scottish Government Consultative Paper - Reshaping Care for Older People (2011)

Service Outcomes Star System (7)

Staff Structure

Staff Supervision and Appraisal files (4)

Met with Housing Association Depute Director; Support Services Manager; Senior Support Services Workers (2); Support Services Administrator; and Support Services Workers (6)

Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

Inspection Focus Areas (IFAs)

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at www.firelawscotland.org

What the service has done to meet any recommendations we made at our last inspection

There were no recommendations made at the last inspection.

The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic

Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

We received a fully completed self assessment document from the service provider. We were satisfied with the way the service provider had completed this and with the relevant information they had given us for each of the headings that we grade them under.

Taking the views of people using the care service into account

The four people who completed Care Standards Questionnaires were satisfied with all aspects of the service. The views of the people we met during the inspection are reflected within the two Quality Themes of this report.

Taking carers' views into account

We did not speak to any carers during this inspection.

3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 5 - Very Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

Service strengths

The service was operating at a very good level in relation to this Quality Statement.

The service offers a variety of options for people to provide feedback about the quality of the service: invites to AGM of Housing Association; resident Close meetings; invites to social events during the day and in the evening; regular review meetings; and regular opportunities to meet with or contact the manager directly.

The manager every six weeks, invites a number of people using services to meet with them to hear first hand their views on the service being provided.

The views of people providing feedback or making suggestions about services are displayed in the public reception area of the Housing Association's nearby main office. In addition views, ideas and proposals are regularly displayed in the local community hall where older people meet for lunch club and other social activities.

Visiting professionals and other stakeholders are regularly encouraged to provide feedback to the service. For example, an addiction worker had written to the service to provide complimentary comments about the co-operation they received from the service's staff who they found to be very knowledgeable.

From time to time the service commissions external consultants to carry out an independent survey of people using the service. The most recent undertaken in May 2011 found:

- * 100% positive responses to all the questions
- * Quotes provided show the ease with which the tenants view the staff of Milnbank Housing Association
- * No complaints or negative comments from a fairly diverse population, many seeing the staff as friends
- * Concluded: the tenants surveyed, are happy with the service provided and the high calibre and professionalism of the staff that provide the service

As part of a planned restructuring of the older people service and floating support for older people, the manager had contacted people who either did make much use of the Warden Service or rarely attended the lunch club. These meetings provided valuable information to support a widening of activities to include at times social events and activities for other older people living within the geographical boundaries of the Association. The service now provides protected service time for those living in the scattered sheltered housing and in receipt of floating support, but now provides additional new social activities for a wider group of older people. The introduction of an evening monthly social event had proved particularly popular and all members of staff including the Association's Directorate and Board Members often attend. The service has found that a more informal approach to seeking service user's views has proved very positive and several people who might avoid more formal settings have made valuable suggestions for improvements.

From time to time focus groups are held to obtain feedback and gift tokens are given to participants to spend in local supermarkets, coffee shops and garden centres.

The service has strong links with a local volunteer gardening group and two of the service's properties had had landscaping work undertaken to provide external seating areas for people using the service. The gardening group actively encourage people to get involved in planting vegetables and fruit which residents are welcome to pick for themselves. One person using the service told us how much they had enjoyed watching the landscaping and planting develop and were being supported to build their confidence to join in.

None of the people we spoke to said they could think of anything that could further improve the service and expressed their satisfaction with the services being provided. One person complained about the external door to their property which did not come under the remit of this inspection, however we have noted this in the 'other information' section at the end of this report.

Areas for improvement

The service will continue to keep the people to whom they provide services at the heart of all their activities and will adapt and develop in response to feedback received from people using the service.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 5

We respond to service users' care and support needs using person centered values.

Service strengths

The service was found to be operating at a very good level in relation to this Quality Statement.

The service offers people using the service an opportunity to use the 'Outcome Star' system for measuring the progress being made for each individual person's journey. Use of the specific systems targeted at different service user needs is optional. Two of the younger people we spoke to said they found use of the system helpful to let them see how far they had progressed since joining the service. They had had very regular contact with support staff and met with their support worker to measure progress. They told us their life was more ordered, they were better at budgeting, were able to keep their accommodation clean and tidy, and were less dependent on alcohol. Both were hopeful of moving on to their own tenancies in the near future.

The manager told us that staff found that people using the service generally preferred regular support sessions to discuss support and measure progress rather than periodic reviews. The people we spoke to told us they liked having contact with staff and found staff very approachable and helpful.

One older person told us how they had recently experienced several serious health problems and how this had affected their mood and confidence. They told us that their support worker, who works in the floating support service, had offered them lots of support and encouragement and this had helped them enormously to continue to be active in their community.

An elderly couple we met said their relative had worked closely with staff to support them to move to accommodation more suited to their health needs and how staff had actively encouraged them to participate in community activities.

The service was in the process of redesigning their older people services and was training staff to be more person centred in support plan recordings and approaches to delivering services. Part of the redesign involved a widening of the number of staff involved in these services and the people we spoke to said they welcomed the increased opportunities this offered them. The service had trialled a morning slot for carers to provide respite and support for those caring for other people. The timing of the event was designed to allow carers time-out when home helps called to care for their relative.

The take-up of this service had been quite low and the manager and their staff made a point of speaking to people who they had identified as possibly interested in this service. These discussions led the service to change this slot to a more informal breakfast club where people could drop in at their leisure for tea/coffee/toast/newspapers and staff were on hand if support was required. This demonstrates the responsiveness of this service to the needs of people living within their communities.

The service has very regular contact with Glasgow Homeless services and supports people to move on to more independent accommodation. Several of the people who have used the services have requested accommodation within the service's catchment area and continue to maintain contact with the service.

Staff regularly liaise with a range of other services which includes: alcohol and drug addiction; psychiatric; childcare; and other medical practitioners. A number of people are being supported to maintain contact with their children and to go on to be able to have accommodation suitable to reunite families.

The service is the first point of contact for the Association's out of hours emergency repairs service. Staff are often able to identify people in need of support to help them maintain their tenancies and remain within their community. Sometimes only minimal support out-of-hours resolves issues and reassures particularly older people.

Areas for improvement

During the inspection we examined seven support plans. We saw evidence that the support plans for older people were beginning to become more person centred, as staff delivering the older people services were being trained in different recording processes and adopting more flexible approaches to delivering services. The Association had recently taken over a number of properties as part of the stage 2 Glasgow Housing Association housing stock transfer and new filing and recording systems were being developed to provide improved support for older people who were now members of the Housing Association. The stock transfer and the planned retirement of the person providing the warden service was giving the service the opportunity to reflect and redesign the older people services. It is expected the whole redesign will be completed in 2013.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 3: Quality of Staffing - NOT ASSESSED

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 6 - Excellent

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.

Service strengths

The service was operating at an excellent level in relation to this Quality Statement.

The older people who we met at the lunch club all knew the manager of the service and told us how much they valued their contact with the Warden; Support Worker (Floating Support); and meeting other members of staff and Committee Members at the recently introduced monthly social events. They told us the bar facility and food provision at these events made them feel they had had a 'real night out'.

We met two relatively new tenants who had moved into one of the scattered sheltered housing flats. They told us that when they had lived in an old tenement property they had been virtual prisoners unable to get out due to mobility problems. Now they could get out more and had already been to some of the older people events which they had thoroughly enjoyed and felt the lunch club was very good value for money. They were being supported to have adaptations made to their property to address some severe mobility problems. They said they liked the fact that they lived very near to the community hall and with the better weather expected to be able to socialise more.

Another person told us how the service had supported them so that they were now waiting for their own tenancy and felt more able to live independently and appreciated all the support the service had provided. Another person told us the service had helped them with budgeting and ideas of how to maintain their living area. They too hoped soon to be able to move to their own tenancy. They confirmed that they had been encouraged to participate in the gardening project.

The service does not just wait until people contact them with issues, ideas or suggestions. People are regularly offered opportunities to meet directly with the manager to provide feedback about the service. All people using the service are able to contact the manager directly by telephone if they wish to discuss any matter. The Association's main office has a text phone for people with a hearing impairment. There is a small Polish community and on occasions some local people have been able to assist with translation where communication difficulties have arisen.

Periodic independent surveys undertaken by external consultants also provide people with an opportunity to comment on all aspects of the Association's services.

The service, which operates 24 hours per day, is the first contact for out of hours emergency repairs. This helps staff identify any tenants, particularly older people not currently receiving a support service and arrangements can be made to offer assessment of any unmet support needs. In this way people are supported to sustain tenancies, and often with some minimal support can avoid the need for hospital admissions or situations developing into a crisis.

Areas for improvement

The service will continue to be proactive in seeking feedback from people using the service about how the service can further develop.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Statement 2

We involve our workforce in determining the direction and future objectives of the service.

Service strengths

An 'Investors in People' evaluation report produced in February 2012 noted:

'People from all functions are proud to work for Milnbank. The level of job satisfaction and morale is high. People are particularly proud of the difference they can personally make either to the lives of the people they support and/or to the service they provide to tenants. (I have lost count of the number of people who told me this is the best job they have ever had)'.

This strong commitment to the service was mirrored by the discussions we had with staff at all levels of the service. We met one new member of staff who was going through a period of induction and shadowing other staff. They told us how friendly and supportive other staff had been. Staff spoken to were very enthusiastic and keen to support people to live as independent lives as possible.

Staff have the opportunity to be involved via regular staff meetings; individual one to one supervision; appraisals; and regular and frequent opportunities to discuss opinions, concerns and suggestions with the manager. Staff told us they would have no hesitation about talking to the manager about anything and felt valued and listened to. As part of a redesign of the older people services, all members of staff had been involved in discussions about future directions. The redesign was beginning to be implemented and staff told us they enjoyed the opportunity to work in different parts of the service. All staff now have regular contact with the older people using the service, whereas previously only the Warden and Support Worker (Floating Support) had had regular day to day contact with older people. The older people we spoke to told us how much they enjoyed the opportunity to meet members of staff and in particular enjoyed the monthly social evening events.

One Senior Support Worker who responded to our Staff Questionnaire told us:

'Consistently looking at ways to improve our service. I have recently been looking with 3 tenants who have got mainstream tenancies, doing outreach with them, lead officer for a close of tenants working closely to support tenants in sustaining their tenancy and moving to mainstream tenancies'

Staff had been involved in devising project proposals to help older people remain within their communities and minimise hospital admissions; another proposal sought to provide increased support for people living in the area who have mental health issues.

Areas for improvement

The service should continue to offer opportunities to staff to help shape the future direction of the service.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

4 Other information

Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

Enforcements

We have taken no enforcement action against this care service since the last inspection.

Additional Information

We visited an elderly couple who had recently moved into their tenancy. On entering the close we found the external door very heavy and required a degree of exertion to open. The couple, both of whom had significant mobility problems, reported that they had severe difficulty opening this door and it was limiting their ability to go out and socialise in the nearby community hall. In discussion with the manager we were advised that this type of door, linked to a key pad door entry system, was standard Housing Association supply for each close. Some of people living in these closes are older people receiving either floating or warden support. The manager said the Association was aware of the problem but was unsure if and when this could be resolved. We asked the manager to convey to the Association our concern that this type of door could limit older peoples' access to and enjoyment of community facilities.

Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in SCSWIS re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).

5 Summary of grades

Quality of Care and Support - 5 - Very Good	
Statement 1	5 - Very Good
Statement 5	5 - Very Good
Quality of Staffing - Not Assessed	
Quality of Management and Leadership - 6 - Excellent	
Statement 1	6 - Excellent
Statement 2	6 - Excellent

6 Inspection and grading history

Date	Type	Gradings
26 Aug 2010	Announced	Care and support 6 - Excellent Staffing 5 - Very Good Management and Leadership Not Assessed
19 Nov 2009	Announced	Care and support 5 - Very Good Staffing 5 - Very Good Management and Leadership Not Assessed

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.

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

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هه باى تسرد ىم روزابز رگىد روا رولكش رگىد رپ شرازگ تعاشا هى

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

ىرخا تاغل بو تاقي س ن ت ب بل ط ل ا دن ع رفاو تم روش ن م ل ا ذه

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