

CARE COMMISSION INSPECTION REPORTS 2005/2006 – HOUSING SUPPORT SERVICES

9. With reference to paragraph 6 of the Minute of the meeting of this Committee held on 3 November 2005 when it was agreed, inter alia, that a report be submitted to a future meeting of the Committee following completion of the Care Commission Inspection of the Housing and Property Services directly provided Housing Support Services, there was submitted a report (docketed) dated 18 April 2006 by the Director of Housing and Property Services regarding the outcome of the Scottish Commission for the Regulation of Care (Care Commission) Inspection of the Housing and Property Services directly provided Housing Support Services (1) advising that (a) the Care Commission had completed its first annual inspection of the Sheltered Warden's Service and the Tenancy Support Services for homeless and potentially homeless people, and (b) Care Commission Officers had been given delegated powers to take action where necessary, following the inspections; (2) indicating that the final Care Commission Inspection Report was received by the Department on 23 February 2006 and had identified that there were no Statutory Requirements to be undertaken by the Department; (3) intimating that (a) the Care Commission inspections identified a number of recommendations which would improve the quality of Housing Support Services delivered by the Sheltered Wardens and Tenancy Support Services, and (b) the recommendations varied between branches within each service, and a summary together with the proposed action plan of the Tenancy Support Service and the Sheltered Warden Service was highlighted within Appendices 1 and 2 to the report, and (4) proposing that the action plans based on the Care Commission recommendations for both the Tenancy Support Service and the Sheltered Warden Service, as detailed within Appendices 1 and 2 to the report, be progressed and monitored through a Housing Support Continuous Improvement Group.

Decided:

- (1) that the terms of the report be noted, and
- (2) that the report be remitted to the Social Work Committee for information.

NORTH LANARKSHIRE COUNCIL

REPORT

AGENDA ITEM No.

To: HOUSING AND TECHNICAL SERVICES COMMITTEE		Subject: Care Commission Inspection Reports 2005/06 – Housing Support Services
From: DIRECTOR OF HOUSING AND PROPERTY SERVICES		
Date: 18 April 2006	Ref: TMcK/KI	

1. Introduction

- 1.1 This report is to inform Committee of the outcome of the Scottish Commission for the Regulation of Care (Care Commission) Inspection of the Housing and Property Services directly provided Housing Support Services.

2. Background

- 2.1 I refer Committee to the report of 30 August 2005 detailing the background to the Care Commission annual inspections and outlining the process involved in conducting and reporting their findings.
- 2.2 Housing support services were introduced in April 2003 through the Supporting People Programme to provide support to vulnerable people and enhance their ability to live independently.
- 2.3 Within the Housing and Property Services Department housing support services are delivered through the Tenancy Support and Sheltered Wardens services.
- 2.4 The Care Commission has completed its first annual inspection of the:
- 6 branches of sheltered warden's service covering the main townships of Airdrie, Coatbridge, Cumbernauld/Kilsyth, Bellshill, Motherwell and Wishaw/ Shotts.
 - 6 Branches of the tenancy support service for homeless and potentially homeless people covering the same 6 areas mentioned above.
- 2.5 Following inspections, Care Commission Officers have delegated powers to take action where necessary, which includes:
- Requirements - a legal requirement is a statement which sets out what is legally required of a service provider to comply with the regulations set out in the Regulation of Care (Scotland) Act 2001. This is usually to be done within a set time.

- Recommendations - a recommendation is a statement which sets out actions that a service provider should take to improve the quality of service based on good practice and the National Care Standards for Housing Support Services.

- 2.6 The Final Care Commission Inspection report was received on 23 February 2006.
- 2.7 The Care Commission inspections identified that there were no Statutory Requirements to be undertaken by Housing and Property Services.
- 2.8 The Care Commission Inspections identified a number of recommendations that would improve the quality of housing support services delivered by the sheltered wardens and tenancy support service.
- 2.9 The recommendations often varied between branches within each service and a summary of these, together with the proposed action plan are attached for both the Tenancy Support Service (Appendix 1) and the Sheltered Wardens Service (Appendix 2)

3. Proposals

- 3.1 It is proposed that the action plans based on the Care Commission Recommendations for both the Tenancy Support Service (Appendix 1) and the Sheltered Wardens Service (Appendix 2) are progressed and monitored through a housing support continuous improvement group.

4. Corporate Considerations

- 4.1 The Director of Social Work has been consulted in the preparation of this report.

5. Recommendations

It is recommended that:

- i) Committee note the content of the report.
- ii) Remit this report to Social Work Committee for information.

6. Background Information

Available from within Housing and Property Services



Thomas McKenzie
Director of Housing & Property Services

Appendix 1

Care Commission Inspection 2005/ 2006 - Action Plan

Tenancy support service

	Recommendation	Action point	For Completion by Housing Support Continuous Improvement Group
1	Consideration should be given to developing a policy and procedure for managing risk.	Individual risk assessment procedures and enhanced housing support assessment tool currently being developed to identify/manage risk.	June 2006
2	Consideration should be given to developing a lone working policy and procedure for managing personal risk.	North Lanarkshire Council's Housing and Property Services has introduced a lone workers pilot scheme and Policy currently in operation (Guardian Angel Pilot).	June 2006
3	Management and the Local Authority to advise the Care Commission the outcome of the Service Review.	North Lanarkshire Council's Housing and Property Services will provide Care Commission with summary of supporting people review.	May 2006
4	Consideration should be given to developing a formal housing support plan review procedure.	Formal review procedure currently being developed and will be included in the Housing Support Guide.	April 2006
5	Staffing levels should be reviewed to ensure that the	North Lanarkshire Council's Housing and	November 2005

	provision is sufficient to meet the needs identified.	Property Services has introduced a training programme on new Absence Management Policy which complies with National Care Standards.	
6	The provider should develop a suitable policy and procedure to support and supervise staff to ensure effective practice.	The service will standardise formal staff supervision arrangements and ensure all staff receive adequate supervision and support from respective line managers.	June 2006
7	The Introductory Pack should be reviewed to include information regarding policies and a statement of rights and responsibilities.	Currently being reviewed.	June 2006
8	Accidents and incidents should be collated in a manner that allows them to be audited and sampled.	New procedures currently introduced.	June 2005
9	Complaints should be recorded in manner that can be easily sampled and audited.	New complaints pro-forma introduced for registering and recording complaints, which meets National Care Standards.	June 2005
10	Housing support plans should be reviewed to ensure they cover all relevant information contained within the plan.	Housing support plans and enhanced assessments being developed to ensure all relevant parties are informed and encouraged to participate.	April 2006

Appendix 2

Care Commission Inspection 2005/ 2006 - Action Plan

Sheltered Wardens service

	Recommendation	Action point	To be completed
1	To develop a procedure to include all interested parties in the housing process.	A written procedure will be introduced, which outlines how prospective tenants and extended family members can be included in the housing process.	September 2006
2	Management and the Local Authority to advise the Care Commission the outcome of the Service Review.	A summary of the Supporting People review of sheltered warden's services will be provided to the Care Commission.	May 2006
3	Consideration should be given to developing service users support plans and formal 6 monthly review procedure.	Housing Support Planning arrangements are currently being reviewed and a formal process of housing support planning and review will be introduced.	September 2006
4	The Introductory Pack should be reviewed to include information regarding policies and a statement of rights and responsibilities.	The Tenants Information Pack will be reviewed to include information on policies and procedures. A Written Agreement for sheltered tenants will be developed, which will include a statement of rights and responsibilities of both the service user and the Council.	September 2006

5	Consideration should be given to developing a policy and procedure for managing risk.	The sheltered warden's service is currently under review and is likely to propose a formalised system for assessing the needs of prospective sheltered tenants. The assessment process will identify potential risks to prospective tenants.	September 2006
6	Consideration should be given to developing risk assessment formats to ensure staff have an awareness of any risks posed by service users' and have strategies to manage identified risks.	The development of the formalised assessment process (as outlined in action point 2) together with the introduction of housing support plans, will ensure staff are aware of potential risks posed by service users.	September 2006
7	Consideration should be given to reviewing policy and procedures relating to financial transactions to ensure that procedures are consistent to practice and take account of service users' needs.	The review of warden's services will take into account the issues around staff handling of tenant's financial affairs. A policy will be adopted to meet the requirements of the National Housing Support Standard 3.	September 2006
8	The provider should develop a clear policy to support housing support staff in relation to assisting service users with their medicines or other health care needs.	The Supporting People service review will consider current policies and procedures in relation to all aspects of service delivery. This will also include establishing good practice guidance for sheltered wardens when assisting service users with medicines and other health care needs.	September 2006
9	The Provider should ensure housing support staff have regular opportunities for training and to learn about new guidance.	However, training needs are currently being reviewed to ensure appropriate training is provided which complies with Scottish Social Services Councils registration requirements and Care Commission Care Standards for Housing Support Services.	September 2006

10	The Provider should ensure housing support staff receive appropriate training in completion of the new format of the personal plan.	Training needs are currently being assessed. This will include training on how Personal Housing Support Plans should be completed for each individual tenant whilst introducing a formal process for reviewing the individual support plans.	September 2006
11	The provider should make suitable arrangements to ensure that information about service users is accessible to appropriate staff at all reasonable times. This should be in such a way as to ensure its security and confidentiality.	The current arrangements for storing service users personal information will be reviewed to ensure that information is accessible to relevant staff, which will comply with National Care Standard 7.	September 2006
12	The provider should consider ways to support service users to express their views about their service in line with its tenant participation strategy.	Local arrangements currently exist for tenant participation with individual tenants and residents group's being involved in the Tenants Participation Strategy. The Supporting People Service Review is also examining good practice in relation to service user consultation and involvement, particularly in relation to the provision of housing support services.	September 2006