

Care service inspection report

City of Edinburgh Council - Castlecliff

Housing Support Service

25 Johnston Terrace

Edinburgh

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Telephone: 0131 225 1643

Inspected by: Janet Wilson

Type of inspection: Unannounced

Inspection completed on: 1 June 2011



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Service provided by:

City of Edinburgh Council

Service provider number:

SP2003002576

Care service number:

CS2004069170

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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	6	Excellent
Quality of Staffing	6	Excellent
Quality of Management and Leadership	0	N/A

What the service does well

The service was proactive in listening to the views and concerns of all residents and tenants. Each person was treated as an individual and with respect. The service continually looked at ways to improve its care and support for the benefit of the residents and tenants.

What the service could do better

How residents and tenants can be more involved in appropriate areas of staff recruitment needs to be considered.

What the service has done since the last inspection

The 'Customer Communication & Participation Strategy' had been implemented. Evidence from the residents meetings, surveys and forms indicated people were happy with the way the service was operating. Any issues or comments that had been highlighted through the strategy had been quickly addressed.

Conclusion

The staff provided a welcoming and friendly environment for anyone wanting to use the service. Residents and tenants throughout the inspection said how they found staff listened to them, respected them and helped them at their own pace. The service had excellent processes in place to ensure all residents, tenants and stakeholders could have an input into the ongoing development of the service.

Who did this inspection

Janet Wilson

Lay assessor:

1 About the service we inspected

Castlecliff (referred to as 'the service' in the report) is part of the City of Edinburgh Council Services for Communities Department, Housing and Regeneration Division - Assessment, Homelessness and Support Section. It has been registered as a Housing Support Service since September 2004.

The service provides emergency accommodation with support for single men, women or couples who are homeless and over the age of 16. There is some provision for pets. A housing support service is also provided to people living in their own tenancies on the same site and in a satellite flat in the local community. The hostel provides a service for up to three months although this can be extended in some cases. People in their own tenancies receive the housing support service for the duration of their Short Scottish Secure Tenancy Agreement - six months, but renewable for up to one year or longer in exceptional circumstances.

The service is staffed over 24 hours, 7 days a week including waking cover overnight. People using the service (referred to as 'residents and tenants' in this report) are offered advice and assistance to move on to more suitable accommodation.

The service's aims and objectives were available to residents and tenants and include: 'Provide a person centred and flexible service, which seeks to maximise the individual potential of customers who use it through building and sustaining effective partnerships with them, recognising their individual views, relationships, experience, strengths and needs.'

'To continue to develop and improve the service by actively seeking and responding to the views of customers and other partners.'

'To assist customers to manage their own lives more effectively and to enable them to move onto longer term, more suitable accommodation.'

A service was provided to 29 residents and tenants at the time of the inspection.

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

Quality of Care and Support - Grade 6 - Excellent

Quality of Staffing - Grade 6 - Excellent

Quality of Management and Leadership - N/A

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

This service had 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.

The report was written after an unannounced inspection on 17 May 2011. Feedback took place 1 June 2011. The inspection was carried out by Social Care and Social Work Improvement Scotland Inspector, Janet Wilson (referred to as the Inspector in this report).

Castlecliff had submitted an Annual Return and Self-Assessment form as requested by Social Care and Social Work Implementation Scotland.

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

- Evidence of the service's most recent self assessment
- Evidence of the service's most recent annual return
- Files and care plans of residents and tenants
- Policies and procedures of the service
- Discussions with - Manager, staff, residents and tenants
- Consideration of the National Care Standards - Housing Support Service

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

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.

The service provider identified what they thought they did well, some areas for development and any changes they planned. The service provider told us how the people who used the care service had taken part in the self assessment process.

Taking the views of people using the care service into account

On the day of the inspection one tenant and five residents agreed to speak to the Inspector. All said how much they valued the service provided and the support from staff. They said if they had any concerns they would not hesitate to speak to staff, who were friendly and approachable. They felt confident that any issues would be dealt with in a confidential and prompt way.

Comments from residents and the tenant included:

'This is a brilliant place.'

'Staff care, they have boosted my confidence and I don't feel so lost.'

'When I talk to staff they listen to me.'

'Staff are helpful, I am treated as an individual and they are approachable.'

'If I have any problems I will speak to staff.'

'This is the best hostel in Edinburgh, staff help as much as possible.'

'I was given a starter pack which really helped me.'

'Staff are really helpful.'

'I got help to get extra benefits.'

'I feel safe.'

Taking carers' views into account

No carers' views were taken into account 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

Overall 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 care and support provided by the service.

Service strengths

In line with the services 'Customer Communication & Participation Strategy' evidence showed the service was very proactive in involving residents, tenants and stakeholders in the assessment and development of the service as a whole.

The service had produced a resident's handbook which included information on all areas of the service. The sections included: welcome, service aims, staff team, when you arrive, what Castlecliff can offer you, support, rules, health & safety, your rights and responsibilities at Castlecliff, service standards, suggestions, comments and complaints, residents meetings, complaints and helpful numbers.

Every resident was invited to the monthly residents meeting. This was chaired by the manager, minutes were taken and everyone was given the opportunity to voice their opinions, suggestions and any complaints. This covered all areas of the service, the support provided, staffing and any other issues. Any areas that needed management or staff input were dealt with in a prompt way and feedback was given to the resident group or individuals regarding the outcomes. After the residents meetings the manager wrote to each person thanking them for attending and outlining any actions that had taken place due to the discussions during the meeting, with the outcomes from the actions.

Since the last inspection the service had evidence from the findings of both mid-point and exit surveys. These covered key areas of the service and asked residents and tenants to give their comments. The service had had approximately 50% completion rate from people, with a scoring of excellent for 70% of them, with the majority of the remainder rating the service as very good. Residents and tenants were encouraged to complete these on their own, if they needed any assistance this was provided.

The service had a suggestion box which had not had a great response. The manager said this way of getting peoples opinions on the service was being reviewed.

The service had notice boards in both communal rooms and kitchens. These displayed information about the service as a whole, any activities going on, information on residents meetings and a 'You Said, We Did' poster highlighting what the service had done in response to suggestions raised by residents previously.

Each person starting to use the service was given a copy of 'What Do You Think of Us' form. This could be used for making suggestions or complaints.

Each person using the service had case work meetings, with one of the three people in their case team, every fortnight, or more often if needed. This covered all aspects of the individuals' support plan and people were encouraged to make suggestions or raise any issues about individuals or the service as a whole. Recorded evidence of these meetings was seen during the inspection. All support plans sampled provided evidence that the service provided a wide range of person centred care and support.

The service had access to an interpretation and translation service for people who needed this to either express their views or to understand documentation. It was also able to produce documents for people with visual impairment.

Areas for improvement

The service was maintaining the level of care and support to meet statement 1.1.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Statement 3

We ensure that service user's health and wellbeing needs are met.

Service strengths

People who wanted to access the service were invited to have a tour of the facilities, they were introduced to available staff and where appropriate other residents, this gave them the chance to find out more about the service. The manager said this gave people the opportunity to make their mind up if they wanted to use the service prior to any interviews or assessments taking place. To date no one had refused a place

During the initial interview information was gathered regarding an individuals medical, health, communication and social needs. This information was discussed with the person and any relevant professionals and then formulated into a dedicated support plan. These plans were continually being reviewed and updated as needed. Each resident or tenant signed, dated and had a copy of the plan.

All staff were appropriately trained to meet the needs of residents and tenants as a whole. Specific training to meet the medical and health needs of individuals had been undertaken as required. The manager said any staff member attending a course was expected to share their learning outcomes with the rest of the staff team. He said this enabled the staff to capture best practice and for the service to update any of their guidelines in line with this.

Residents aged 30 and over could access a 'Keep Well Project'. They were given a medical assessment, dietary advice and advice on ways to keep healthy. Referrals could be made quickly by medical staff if needed.

All staff had undertaken restraint and breakaway technique training. The manager said this was due to be updated for all staff.

The service had a comprehensive set of policies and procedures in place which covered residents, tenants, staff, miscellaneous health and safety, drugs, first aid, fire safety, infections, kitchen and food guidelines, risk assessments and major emergencies. These were in-house policies. The manager said they were under constant review and updated as needed outwith their annual review.

The service adhered to the City of Edinburgh Council's no smoking policy. Residents and tenants were able to smoke only in their own accommodation.

Each resident and tenants personal support plan detailed what health and wellbeing needs an individual had. Procedures for specific health needs were evidenced which included - when medication should be taken and how this was to be done, supported or not, emergency protocols, emergency contacts. Everyone was encouraged to attend any appointments with health professionals.

The service had general and environmental risk assessments and risk assessments for both the safety of staff and residents. Each individual also had risk assessments according to their circumstances and need. All documents were signed and had the date of the last review.

Each person had an am and pm check to ensure they were safe. Staff always knocked on the door and waited for a reply, only entering a room if invited or if they had any concerns. Some residents had a 'shake and wake up' procedure in place where it was agreed staff could enter the persons room. In some cases due to an individuals circumstances or medical condition emergency half hourly checks had taken place, this was reviewed and the procedure changed as needed. This procedure was confirmed by the residents who spoke to the Inspector.

All residents and tenants were encouraged to eat healthily and to take regular exercise. This was either with or without staff support depending on assessed need or

people's wishes. On the day of the inspection the service had started cooking sessions with residents, these were to last for six weeks. One common room had a pool table that was popular. Residents had the opportunity to play pitch and putt, attend quiz nights or do karaoke. If anyone had any suggestions regarding outings or activities these were taken forward by staff.

Twice a day residents could gather in the common rooms to have some refreshments, speak to staff about any concerns or just in general and have a chance to socialise with each other.

One resident told the Inspector of how staff were helping him to budget his money, he said this would help him when he eventually moved out. He also said he was encouraged in all independent living skills and help was available from staff regarding planning meals and cooking whenever he wanted it.

A robust system was in place for the reporting of any incidents or accidents.

Areas for improvement

The service was maintaining the level of care and support to meet statement 1.3.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 6 - Excellent

Statement 1

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

Service strengths

The service was responsive to residents and tenants in feeding back on staff performance including, as and where appropriate, through residents meetings, case work meetings, surveys and general conversations. Information on performance was gathered through the CEC Performance Review and Development system which included recording examples of strong performance and where there might be learning opportunities for individual staff and the team. The manager and staff said this was explored in detail, mainly at supervision sessions and any areas that needed to be addressed were done so in a sensitive and appropriate manner. Additional training or support had been provided in some instances. All meetings were recorded and where necessary, feedback was given to all relevant parties.

Both of the mid and exit surveys had questions about staff. The findings of the surveys indicated (69% from the mid way survey and 94% of the exit survey) that people were very satisfied with the service. Questions covered the support people received when they first arrived, rules, complaints, residents meetings and the overall service provided.

The manager and staff said residents and tenants were very forthcoming in letting them know if they had any positive or negative things to say about staff. Residents said they were always listened to and felt confident that anything they brought up would be dealt with by management. This was evidenced through records looked at during the inspection.

All residents and tenants were made aware of the formal complaints procedure and were encouraged to use this if they felt their rights or entitlements were being infringed. Residents spoken to said they would speak to staff or management if they had any concerns or issues.

The manager said a service standard consultation exercise would be taking place soon. Part of this would include asking residents and tenants 'what makes a good staff member.' The outcomes of this will be reviewed at the next inspection.

Areas for improvement

It was unclear during the inspection how residents and tenants could become more involved in some areas of staff recruitment. The manager agreed to see how people

using the service could participate in assessing new staff and asking them type of questions they would like to ask prospective staff. How this has progressed will be reviewed at the next inspection.

The service was maintaining the level of care and support to meet statement 3.1.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Statement 4

We ensure that everyone working in the service has an ethos of respect towards service users and each other.

Service strengths

The manager said the whole ethos of the service was that people were important and needed to be listened to. This also came across as important from staff members spoken to. Residents and tenants confirmed they felt valued, listened to and respected.

The manager said he looked for the qualities of an individual regarding treating people well and with respect from the outset at the interview process. This was a theme that ran through the whole staff group towards each other, residents, tenants and stakeholders.

During the inspection it was observed how welcome staff made any residents or tenants that went into the office. They were listened to and any ideas or suggestions they had were acted on if needed. Residents said they had confidence in talking to staff.

The guidance on the am and pm checks on residents and tenants was prescriptive in how staff were to behave towards people. Such as knocking on doors, waiting for someone to speak then waiting to be invited into the room if needed. Residents who spoke to the Inspector said they did not find this process intrusive and if staff had at any time been disrespectful this had been dealt with promptly by senior staff or the manager.

The manager said he and the staff team worked within the values of the Scottish Social Services Council's Code of Conduct and the National Care Standards for Housing Support Services. He said these captured what was needed in the best services. How these had been applied and were continuously being reviewed throughout the services' policies, procedures and ways of working was evidenced during the inspection.

Part of the induction process was for new staff to understand that how they treat other people was the most important element of working within the service. This expectation was confirmed by staff spoken to during the inspection.

When residents first started using the service the expectation of them from the service was outlined. This included the need for everyone to treat each other with mutual respect, both within Castlecliff and the local community.

Areas for improvement

The service was maintaining the level of care and support to meet statement 3.4.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Quality Theme 4: Quality of Management and Leadership - NOT ASSESSED

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

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 - 6 - Excellent	
Statement 1	6 - Excellent
Statement 3	6 - Excellent
Quality of Staffing - 6 - Excellent	
Statement 1	6 - Excellent
Statement 4	6 - Excellent
Quality of Management and Leadership - Not Assessed	

6 Inspection and grading history

Date	Type	Gradings
17 Dec 2008	Announced	Care and support 6 - Excellent Staffing 6 - Excellent Management and Leadership 6 - Excellent

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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অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

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