

Care service inspection report

Validation inspection

Glasgow Housing Association Sheltered and Housing Support Service Housing Support Service

Granite House
177 Trongate
Glasgow

Service provided by: The Glasgow Housing Association Limited

Service provider number: SP2004005516

Care service number: CS2005088132

Inspection Visit Type: Announced (Short Notice)

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and set out improvements that must be made. We also investigate complaints about care services and take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

Contact Us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

www.careinspectorate.com

 [@careinspect](https://twitter.com/careinspect)

1 About the service we inspected

Glasgow Housing Association (GHA) provides a service to customers living in 21 sheltered housing and two very sheltered housing complexes throughout Glasgow.

The provider's stated aim for customers is "To assist and help you maintain your independence, keep up your tenancy and live in your local community."

The Care Inspectorate are reviewing how we inspect and support improvement where necessary and, as part of that, we are going to make some changes and are carrying out some tests of change of how we inspect.

We decided to inspect Glasgow Housing Association as a "Validation Inspection" as part of a test of change as the service has been operating at a very good or excellent level with positive outcomes for people using the service. Tests of change are about implementing new ideas on a small scale, quickly and effectively. The results are then measured and any adjustments made before rolling out the tried and tested change. The Care Inspectorate will undertake a full evaluation of the "Validation Inspections" and other Tests of Change. Further information can be found on our website www.careinspectorate.com.

2 What we did during the inspection

We wrote this report following a short notice validation inspection. This was carried out by one inspector and took place on 25 November 2015 between 10am and 4pm. It continued the following day, 26 November 15 2015 from 1pm until 3pm. We concluded our feedback on 27 November 2015.

As part of the inspection, we took account of the completed annual return and self-assessment forms that we asked the provider to complete and submit to us.

We sent 100 care standards questionnaires to the manager to distribute to people who used the service. Service users returned 72 completed questionnaires before the inspection.

We also asked the manager to give out 40 questionnaires to staff and we received 25 completed questionnaires.

Throughout the inspection process we obtained various pieces of evidence from speaking to the following staff and people who used the service.

- Service users
- The registered manager
- Housing support coordinators
- Housing support officers
- Community falls team

To support the inspection process we also reviewed the following documents:

- Insurance certificates
- Registration certificates
- Quality policy statement
- Care measure statements and actions
- Service action plan
- Service user consultation
- Customer conversation
- Your voice forums
- Individual tenant quality audit reports
- Housing support officers meetings
- GHA recruitment policy
- Care Inspectorate action plan
- GHA housing support information book
- GHA running notes policy

3 Conclusion

Throughout this validation inspection process we found that the service maintained very high levels of quality assurance practice and service user satisfaction.

We found that the service continued to be proactive in identifying areas of development and improvement whilst maintaining positive outcomes for people who used the service.

4 Quality of care and support

Findings from the inspection

After we reviewed the information we gathered during the inspection process, we decided that the service continued to perform at a very good level with areas of excellent practice in respect of care and support of the people who used the service.

We concluded this after we spoke with service users and staff, observed practice and examined a range of relevant documentation.

We met with people who used the service whilst being supported by their staff in various activities including indoor bowling.

We found evidence that the service regularly consulted with people who used the service on a range of issues, some examples of this included, housing refurbishment and activities.

We reviewed the "Sheltered Housing Newsletter" which gave lots of information in relation to what was happening within services, how to keep safe, and information in respect of the Care Inspectorate

We found evidence that service users had many opportunities to have their voices heard through the "Your Voice" forums which were held bi-annually. We were pleased to see that the service was being innovative in allowing people who may have been less able to engage with others having the ability to be part of the forum by using an interactive keypad which allowed them to express their views and have them recorded.

We reviewed the service users responses gained from the Care Inspectorate questionnaires and found them to be very positive, some examples of these included:

"I feel the staff here are excellent, they are constantly cheery and pleasant, they are always trying to think things up for the tenants, they are good at encouraging my relative to participate"

"My family are indebted to the service for the respect and understanding given to my relative".

"I couldn't ask any more of the service".

"Moving here was the best move I have ever made".

"The staff treat us all as individuals".

"I have no comment to make as you cannot surpass excellence".

"I have no complaints about the service I feel they do a fantastic job".

"The support workers keep me up to date with all information when it comes in".

We saw from new information leaflets that the service was able to produce documents or other information in various formats, examples of these included, Braille, or audio discs.

We could evidence that the service had improved its internal systems for monitoring and recording summaries and evaluations through its new "Running Notes Policy, this meant that people with more complex support needs had their support needs recorded appropriately.

We found that the service had very good links with other agencies; examples of this included the GP practices, Social Work, and the Community Falls and Osteoporosis Team, we were fortunate to be invited to attend a training session which the falls team carried out during the inspection process.

Throughout the inspection process we met with service users who told us that the staff always go that extra mile for them, examples of this included supporting them to attend the GHA "Sheltered Housing's Got Talent" this event was well received by people who used the service.

The service had launched a new version of their support plan, which they had shared with staff, supporting them with the relevant training in order that they had the confidence to support people who used the service during their consultation process.

We found that service users had access to many activities which included knitting, "bake offs", art sessions, cooking sessions. Testimony from service users showed us that there were many positive outcomes for people who used the service, examples of these included, being kept safe, being involved, having their voice heard, and we found what was most important to many service users was to be kept socially active and maintaining friendships through events and activities.

5 Quality of staffing

Findings from the inspection

After we reviewed the information we gathered during the inspection process, we decided that the service continued to perform at a very good level with areas of excellent practice in respect of the quality of staffing.

We concluded this after we met and spoke with people who used the service and the staff who supported them; we also observed staff practice and examined a range of relevant documentation.

An area of improvement from the services previous inspection was to capture at review meetings of housing support plans the views of service users on the quality of staff, we found that the service used this as a feedback tool to supervise and appraise staff.

We met and spoke with staff who discussed the services 'My Contribution', a personal development tool for all staff, including supervisors and managers, to detail how they rate how they have met their objectives, how they have demonstrated the values and behaviours of the organisation as a whole and the Housing Support Service in particular.

Additional comments from staff included:

"I have been in this job for 20 years, I try to provide an excellent service to those who stay within the sheltered housing complex, housing support management provide support and training for me I have just completed my SVQ3 in social services and health care level seven and halfway through dementia awareness training".

"I would like to say that this is a great organisation to work for they are forward thinking and very inclusive. I feel valued and that my opinions matter. Service users are always included in decision-making and there have been many changes as a result of this to shape the service and how the service users want to see it delivered".

"I have no complaints in fact I feel the staff and myself have been supported by the support team, they have a number of self-help groups for staff. It is my role to support tenants' rights to control their own lives and to help them access information that assists them to make informed choices about the services they receive my role is also to make sure tenants needs have been met".

We found that staff were very aware of their obligation in respect of registration with the Scottish Social Services Council, one staff member told us:

"I understand that Scottish Social services Council registration will be happening in the near future, I am very happy in my job, staff consultation is first class, the support I get in my job helps me to keep motivated and succeed in providing the excellent service that my employers continually try to achieve. I am made to feel empowered in my position and confident to raise any issues.

We were fortunate to be invited to a staff training session in which staff were being supported through "Promoting Excellence in Dementia", we found that staff training was robust and appropriate to the needs of the people using the services.

Staff told us "Training is provided for every aspect of the job, management are always available and quick to act if I ever have a problem and need a bit of support, and also they are very quick to provide what I need for me to do my job".

During the staff forum staff told us they felt the organisation provided an excellent service, they felt safe and supported and were provided with opportunities to develop their skills.

We concluded that people who used this service could be confident that they were receiving support from a professional, motivated and well trained staff team.

6 Quality of management and leadership

Findings from the inspection

After we reviewed the information we gathered during the inspection process, we decided that the service continued to perform at a very good level with areas of excellent practice in respect of the quality of management and leadership.

We concluded this after we met and spoke with people who used the service and the staff who supported them; we also observed the manager and co-ordinators' practice and examined a range of relevant documentation.

We concluded that the culture of leadership and management in the Housing Support Service continued to be very open. Staff can contact their Co-ordinator or Manager regularly to discuss issues they are experiencing and request meetings over and above their 1-2-1 if they feel their issue is important. We observed management and staff interaction at staff meetings, feedback was encouraged and new ideas welcomed, which meant improvements for the service and best practice being shared.

Throughout the inspection process we found that Glasgow Housing Association worked very closely with other members of the Wheatley Group in order to measure quality and performance. We found that they were able to provide external analysis of the services quality assurance and support them to continually improve.

We met and spoke with coordinators of the services who told us "we aim to review our performance in relation to the number of incidents, accidents and complaints that directly affect the service users on a monthly basis; this gives us an overview and provides us with any concerns or trends.

We found that the information shared with service users at their bi-annual "Your Voice" forum was based on the "you said "we did" model of information sharing, service users found this very useful, and felt their voices were being heard.

We concluded that people who used this service would feel informed, and included, whilst being supported by a qualified, professional management team.

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

Previous requirements

There are no outstanding requirements.

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

Previous recommendations

1. The provider should carry out regular evaluation summaries with tenants and record the same.

This recommendation was made on 19 December 2013

The provider carries out regular evaluation summaries with tenant and reports back via service tenants forums and newsletters.

2. The organisation should ensure that the recruitment policy and procedure reflects how tenants and other key people can be involved with the recruitment, selection and on-going assessment of the quality of staff.

This recommendation was made on 19 December 2013

The organisation has revised its recruitment policy to meet this recommendation.

3. The provider should ensure that supervision records are appropriately and fully completed.

This recommendation was made on 19 December 2013

The provider ensures that all supervision is recorded appropriately.

4. The provider should ensure electronic notifications are sent to the Care Inspectorate timeously after significant incidents have occurred.

This recommendation was made on 19 December 2013

The provider ensures that all relevant notifications are sent to the Care Inspectorate with the support of housing coordinators.

9 Inspection and grading history

Date	Type	Gradings
19 Dec 2013	Announced (Short Notice)	Care and support 5 - Very Good Environment Not Assessed Staffing 5 - Very Good Management and Leadership 5 - Very Good
7 Feb 2013	Unannounced	Care and support 6 - Excellent Environment Not Assessed Staffing 6 - Excellent Management and Leadership 6 - Excellent
1 Feb 2012	Unannounced	Care and support 4 - Good Environment Not Assessed Staffing 4 - Good Management and Leadership Not Assessed
14 Jul 2009	Announced	Care and support 5 - Very Good Environment Not Assessed Staffing 5 - Very Good Management and Leadership 6 - Excellent

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Contact Us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

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