

Sheltered Housing - Orkney Housing Support Service

Council Offices
School Place
Kirkwall
KW15 1NY

Telephone: 01856 873 535

Type of inspection:
Unannounced

Completed on:
4 April 2024

Service provided by:
Orkney Islands Council

Service provider number:
SP2003001951

Service no:
CS2004077253

About the service

Sheltered Housing Orkney is provided at two locations in Kirkwall and Stromness. Site wardens provide support to vulnerable tenants.

21 tenants are accommodated in purpose-built houses rented from Orkney Islands Council Housing Services.

A range of housing management and welfare services are offered to tenants including daily welfare checks.

There were community rooms at both locations which could be used for social get-togethers.

The aim of the service was to deliver comprehensive, responsive, person-centred supports which were efficient and effective.

This service has been registered since 2004.

About the inspection

This was an unannounced follow-up inspection which took place between 2-4 April 2024. This virtual inspection was carried out by one inspector from the Care Inspectorate to review progress made since the last inspection which took place between 15-18 January 2024.

To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we spoke with:

- Two members of staff and management.
- Three people who used the service.
- We also reviewed relevant service documents.

Key messages

- Staffing had improved
- Communication informing tenants of staffing arrangements had improved

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	3 - Adequate
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Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

3 - Adequate

We completed a follow up inspection to measure the action taken in response to an outstanding requirement relating to appropriate staffing resources. Sufficient improvement had been made to meet the requirement.

Please see the section of this report titled "What the service has done to meet any requirements made at or since the last inspection" for further information.

We changed the evaluation of this Key Question from Weak to Adequate.

What the service has done to meet any requirements we made at or since the last inspection

Requirements

Requirement 1

By 15 January 2024, the provider must ensure that appropriate resources are available to ensure people receive the agreed support.

This is to comply with Regulation 15a (Staffing) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210). This is to ensure that at all times suitably qualified and competent persons are working in the care service in such numbers as are appropriate for the health, welfare and safety of service users; This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state 'My needs are met by the right number of people' (HSCS 3.15) and 'People have time to support and care for me and to speak with me' (HSCS 3.16).

This requirement was made on 20 June 2023. An extension was agreed until 31 March 2024.

This requirement was made on 20 June 2023.

Action taken on previous requirement

Staff resources had improved with the recruitment of a relief warden. An additional warden was being recruited.

Communication to tenants had improved. Verbal and written information ensured tenants were informed of staff availability and who to expect.

Staff rotas confirmed improved staff resources.

We acknowledge the availability of the providers responder service to support with emergency situations if required.

Met - outwith timescales

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Detailed evaluations

How well do we support people's wellbeing?	3 - Adequate
1.1 People experience compassion, dignity and respect	3 - Adequate

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