

# Inspection report

## Dunedin Canmore Housing Association Ltd - Sheltered Housing D Housing Support Service

8 Newmart Road  
Edinburgh EH14 1RL

**Inspected by:** Margaret Kinsman  
**(Care Commission Officer)**

**Type of inspection:** Announced

**Inspection completed on:** 26 February 2007

**Service Number**

CS2004076789

**Service name**Dunedin Canmore Housing Association Ltd -  
Sheltered Housing Division**Service address**8 Newmart Road  
Edinburgh EH14 1RL**Provider Number**

SP2004004483

**Provider Name**

Dunedin Canmore Housing Association Ltd

**Inspected By**Margaret Kinsman  
Care Commission Officer**Inspection Type**

Announced

**Inspection Completed**

26 February 2007

**Period since last inspection****Local Office Address**South East Region  
Stuart House  
Eskmills  
Musselburgh  
EH21 7BP  
East Lothian

## **Introduction**

Dunedin Canmore Housing Association is registered with the Care Commission to provide a housing support service. The service supports approximately 243 tenants in six sheltered housing schemes in Edinburgh.

The service has 6 full time Sheltered Housing Managers and 3 relief managers. Support is provided to assist tenants' live independent lives in their own homes. The developments are linked to a 24 hour alarm centre when the managers are off duty. The organisation has a head office base in Edinburgh.

The organisations Mission Statement is "To provide good quality sheltered housing for people over 50 so that they can maintain an independent lifestyle. To provide a professional, confidential and personal service that tenants can rely on to maintain their tenancy and to assist them in the event of an emergency."

## **Basis of Report**

This announced inspection was carried out by one Care Commission Officer (referred in the report as the Officer). The inspection took place between the 26th February and the 27th February 2007.

Prior to the visit the Care Commission wrote to confirm the date of the inspection. The service completed an electronic self evaluation form before the inspection took place.

This service was inspected after a Regulation Support Assessment (RSA) was carried out to determine what level of support was necessary. The RSA is an assessment undertaken by the Care Commission Officer which considers: complaints activity, changes in the provision of the service, nature of notifications made to the Care Commission by the service, action taken upon requirements etc.

This service was required to have a low level of support that resulted in an inspection based on the national inspection themes and any recommendations and requirements from the previous inspections, complaint or other regulatory activity.

The national inspection theme of Safe Recruitment was also examined at this inspection, the results of which have been highlighted in this report.

During the inspection the Officer spoke with the housing manager, two sheltered housing managers and a housekeeper. The Officer visited two sheltered housing developments, Fraser Court and Chesser Court. Tenants were met in the communal lounge and individually in their homes. Consideration was also given to the content of thirty seven service user/relative questionnaires and eight staff questionnaires returned to the Care Commission.

The Officer looked at a range of policies and procedures and records including the following:

Accident and incident records

Support plans

Recruitment files

The Care Commission Officer took all of the above into account and reported on whether the service was meeting the following National Care Standards for Housing Support Services.

Standard 2: Your Legal Rights

Standard 3: Management and Staffing Arrangements

Standard 4: Housing Support Planning  
Standard 6: Choice and Communication

Account was also taken of The Regulation of Care (Requirements as to Care Services) (Scotland) Regulations 2002. Scottish Statutory Instrument 114 (SSI 114).

### **Action taken on requirements in last Inspection Report**

There were no requirements made at the last inspection.

### **Comments on Self-Evaluation**

The purpose of the Self Evaluation Form is to assist the provider of the service to judge the quality of the service against the National Care Standards being inspected.

Prior to the inspection, the housing manager completed and returned the self evaluation form. The content was used as further basis for discussion to inform the inspection.

### **View of Service Users**

Eighty questionnaires were distributed prior to the inspection and thirty seven completed forms were returned to the Care Commission. The Sheltered Housing Managers had informed the tenants of the inspection. Some tenants met with the Officer in the communal lounge of one development and other tenants invited the Officer to meet with them in their homes.

The majority of comments from both questionnaires and those tenants met were of a positive nature about the housing support service provided. Some tenants reported that there had been some issues with maintenance since Dunedin and Canmore Housing Associations merged.

Some of the comments made by individuals in questionnaires and from those spoken with were as follows:

“We could not ask for better with our staff and warden”.

“All staff are very pleasant and very helpful since I have come to stay here. I have been staying here for the past x years and I am pleased to say it”.

“I am very satisfied with the service. I have no complaints, everyone is caring and helpful”.

“An excellent service suiting my needs. Good communication with tenants”.

“The service is very good, they are never too busy to help you if you have a problem”.

“I find it great. You’ve a lot of privacy, nobody bothers you, you can come and go as you please and everything is laid on for you. I love living here”.

“No issues really. Well just the one. Maintenance has dropped slightly since the merger. Everything was done quickly, now there is a slight delay”.

"I have never had any need to complain. I am happy and satisfied with the attendance the staff give me".

"We are very comfortable here. The manager is very good, she knows her job well. I feel safe here and I wouldn't change it".

"It's lovely and central here. It's a nice wee flat and it's handy for buses and trains".

"If anything goes wrong in the flat they are pretty quick at fixing things".

"I think maintenance will improve, it will sort itself eventually".

"I love it here. I like the atmosphere, it's so comfortable and I'm close to the shops".

"I go to the tenant meetings; they are about every three months. If anyone's got any problems they are discussed there.

"I think it's quite a good organisation, they keep us well informed".

### **View of Carers**

Some of the questionnaires returned did not indicate if they were from carers or service users. One carer commented "I have found the care and support provided by staff here to be of a high standard, very friendly and of a person centred nature. I find the complex to be of a high standard".

## **Regulations / Principles**

### **National Care Standards**

#### **National Care Standard Number 2: Housing Support Services - Your Legal Rights**

##### **Strengths**

Each tenant had a Scottish secure tenancy agreement. The support plan outlined the service the tenant could expect and included information about changing or ending the arrangement. The plan was signed by the Association and the tenant and was reviewed annually. The last inspection report had been provided to every service user.

##### **Areas for Development**

The housing manager advised in the self evaluation form that the organisation intended to finalise the translation of inspection reports into Cantonese for one of their developments.

#### **National Care Standard Number 3: Housing Support Services - Management and Staffing Arrangements**

##### **Strengths**

The service had policies and procedures in place which met legal requirements and included; recruitment, staff training and development, whistle blowing, infection control, and prevention of abuse. Sheltered housing managers were aware of how to access the organisations policies. They advised the Officer that staff meetings and supervision occurred regularly and they were well supported by management.

Training needs were identified at staff's annual appraisals and incorporated into the annual training plan. Staff confirmed that the organisation offered adequate training opportunities. Training on detecting abuse was planned to take place in March 2007.

The organisation had a training programme in place to ensure all staff would undertake the necessary qualifications to register with the Scottish Social Service Council. At the time of the inspection two staff were undertaking a Scottish Vocational Qualification level 3. One manager was training to become an assessor. It was expected that a further two staff would undertake SVQ level 4 in 2007/8. The housing manager advised the Officer that she would undertake the Registered Managers Award.

All staff had been provided with the Scottish Social Service Code of Practice.

There were systems in place to record complaints and accidents and incidents. Records were held centrally by the organisation.

##### **Areas for Development**

An audit of the provider's safer recruitment policies and procedures was carried out by the Care Commission Officer, resulting in one recommendation and one requirement highlighted in this report (see recommendation 1 and requirement 1).

Sheltered housing managers do not organise tenants' personal monies. Any monies collected for trips or lunch clubs were appropriately recorded. Financial records sampled were seen to be satisfactory. However, it would be prudent for the organisation to regularly audit the financial records held by the developments.

#### **National Care Standard Number 4: Housing Support Services - Housing Support Planning**

##### **Strengths**

All tenants had a housing support plan. Plans were developed with tenants when they moved into sheltered housing manager and reviewed after a three month period, thereafter annually or as required.

##### **Areas for Development**

There were no areas identified at this inspection.

#### **National Care Standard Number 6: Housing Support Services - Choice and Communication**

##### **Strengths**

Tenants were provided with a scheme handbook which contained detailed information about the sheltered housing development they resided in,

Information was provided about advocacy in the organisations complaints procedure. The housing manager advised that this information would also be incorporated into the scheme handbook.

Tenants confirmed that there were regular meetings where they could air their views and voice any concerns.

The housing manager had developed a quality assurance survey since the last inspection. Questionnaires would be provided to tenants at their annual review to gauge tenant satisfaction of the service Dunedin Canmore provided. Information regarding the survey would be documented in the scheme handbook.

##### **Areas for Development**

There were no areas identified at this inspection.

**Enforcement**

There has been no enforcement action taken against this service.

**Other Information**

No other information was identified at this inspection.

**Requirements**

1. It is a requirement that all staff recruited to work in registered services must have an Enhanced level Disclosure Scotland check carried out. SSI 2002/114 Regulation 9 (1) Fitness of employees.

**Recommendations**

1. A record of staff registered with a professional body should be held by the organisation. National Care Standards, SSSC Codes of Practice – Employer.

**Margaret Kinsman**

**Care Commission Officer**