

Cunninghame Housing Association

Service name

Cunninghame Housing Association

Service address

Victoria House
6 Boyle Street

Irvine KA12 8PG

Type of care service

Housing Support Service

Provider name

Cunninghame Housing Association

Service number

CS2003052820

Date of inspection

18/01/2007

Type of inspection

Announced

Period since last inspection

11 months

Care Commission Office

Suite 3
Sovereign House
Academy Road
Irvine
KA12 8RL

Introduction

Cunningham Housing Association Housing Support service is based in Victoria House where it delivers its housing support service to those people living in its hostel and continues with them when they move out to Cunningham Housing Association tenancies in North Ayrshire.

They aim to foster further growth, diversification and true community involvement through partnership, participation and accountability, by providing quality housing.

This service was registered with the Care Commission in 2005 and was included in the pilot inspection process that year.

Basis of Report

Prior to the visit a Pre Inspection Return and Self Evaluation Form were sent to the service.

From the documents and questionnaires returned a risk assessment of the service was conducted.

During the inspection visit which was carried out by one Care Commission Officers, Arlene Woods on 18 January 2007. The Officer spoke with :

Housing Support Manager
Human Resource Manager
Housing support staff
5 tenants

The following records, policies and procedures were examined:

Housing Support Plans
Operational Policies
Staff personal records.
Residents contracts.
Information and welcome leaflets.

The Care Commission Officers took all of the above into account and reported on whether the service was meeting the following National Care Standards, housing support services:

- 2 Your legal rights
- 3 Management and staffing arrangements
- 4 Housing support planning
- 6.Choice and Communication
- 99 Other issues related to the National Care Standards.

Action taken on requirements in last Inspection Report

There were no requirements from the last inspection.

Comment on Self-Evaluation

Informative and on time

Views of Service Users

"The girls are good they leave you alone when you cant be bothered"

Views of Carers

N/A

National Care Standards

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

Strengths

All people resident during the inspection had been offered a copy of their plans. Most residents were happy to see the housing support plans at discussions with the staff, when issues which had been addressed could be taken off the plan and any new issues added.

The last inspection report was clearly displayed within the unit. Although it should be noted that the service users interviewed had not read it or had any interest in reading it.

Areas for development:

None identified at this inspection.

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

Strengths

The Organisation had policies and procedures which covered all legal requirements such as health and safety, staff training, record keeping and risk management. The management had developed policies on Childrens visits and Infection Control in response to the last inspection report.

The Organisation's recruitment screening process included obtaining two relevant references, a medical questionnaire and carrying out Enhanced Disclosure checks prior to recruits commencing employment. Staff files (15%) reflected adherence to this process and where an old recruitment had commenced a recruit prior to receipt of the disclosure, the manager had risk assessed the situation and ensured supervision at all times while the induction period was completed and the disclosure was returned.

The induction programme that new employees undertook prior to commencing duties included training on topics such as Moving and Handling, First Aid, Food Hygiene and the Organisation's Policies and Procedures. This was a comprehensive induction completed over a few weeks. Staff were aware of the Scottish Social Services Council and the Code of Practice.

Areas for development:

None noted at this inspection.

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

Strengths

The service has personal plans in place for service users which contained relevant contact details and next of kin arrangements.

Personal Plans were kept securely to ensure confidentiality and a copy of the daily support needs were kept in service users own possession.

Details were recorded of other agency involvement.

Annual reviews of the service users experience of the service and whether the service was performing well for the service user was unlikely to be attained. People did not use this service for a year at a time but for short stays while a tenancy was being sourced for them.

Service users were confident that communication with staff to alter the service when something unexpected occurred was simple and informal, with the staff being receptive to changes at short notice.

The procedure for service users to cancel the support agreement was contained within the Tenancy Agreement.

Areas for development:

None noted at this inspection.

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

Strengths

The service was based around supporting people to make decisions for themselves and ensuring they had all the information and skills they required to manage a tenancy independently. Service users could make decisions which the staff did not think was best for them. The staff would help to make that decision work or help service users to review the outcome and perhaps change the decision. The service users all spoke positively about the ease of communication between themselves and the staff who they trusted and they felt the staff group did not judge them when they made a wrong choice. The service users felt that the small staff group was aware of all their individual issues without them being publicly discussed.

Areas for development:

None identified at this inspection.

National Care Standard Number 99: Other Issues Related to National Care Standards and Regulations

Strengths

An agreement was in place for each client called Cunningham Housing Association Ltd, Occupancy Agreement, Victoria House. Records were in place regarding the commencement of the service and all those involved in the agreements had signed and dated the agreements as required.

The clients also received from the service a welcome pack which gave a good range of information on the service. All of the above documents were written clearly and were easy to understand. The agreements and welcome packs referred to the clients' support plans as a source of specific guidance on clients' care and how this care would be agreed with the clients' support workers.

The cost of the service provided was clearly recorded. The information also advised the client on their right to change service provider without this affecting their rights to accommodation. The agreement clearly outlined the client's right to a review of the service being provided and noted that a review could be called at any time that a client believed was appropriate to their changing needs

Areas for development:

Although all the information required to meet this standard was present between the agreement, support plan and welcome pack, this could have been formally linked to ensure that clients were aware that all this information was contracted between the provider and the client. (See Recommendation 1)

Enforcement

NIL

Other Information

NIL

Requirements

A requirement is a statement setting out an enforceable action required of a service provider in order that the service comply with current legislation, usually within a specific timescale.

NIL

Recommendations

A recommendation is a statement setting out proposed actions to be taken by the service provider aimed at improving the quality of service (based on good practice and professional judgement) but which would not be subject to enforcement action if not actioned.

1. The contractual detail relating to the service being offered to clients by the provider should be more clearly stipulated.

National Care Standards Care at Home, Standard 2.1: The Written Agreement

This report was written by Arlene Woods, Care Commission Officer,
19/02/2007