

Item: 4

Education, Leisure and Housing Committee: 28 March 2018.

Housing Support Service – Sheltered Housing – Care Inspectorate Inspection.

Report by Executive Director of Education, Leisure and Housing.

1. Purpose of Report

To advise on findings of the recent Care Inspectorate inspection of the Sheltered Housing Service.

2. Recommendations

The Committee is invited to note:

2.1.

That the Sheltered Housing Service was inspected by the Care Inspectorate during late 2017, with the inspection completed on 14 December 2017.

2.2.

That the Care Inspectorate's inspection focussed on the following three areas:

- Quality of care and support.
- Quality of staffing
- Quality of management and leadership.

2.3.

That, of the three areas inspected, all received a level 3 or "adequate" grading.

2.4.

That the inspection report, attached as Appendix 1 to this report, contains four recommendations and no requirements and consequently the Council is required to submit an Action Plan for improvement.

2.5.

The Action Plan, attached as Appendix 2 to this report, which was submitted to the Care Inspectorate.

3. Policy Aspects

In terms of the Council Plan 2013 to 2018, this report adheres to Priority 1, “Care and support for those who need it” and Priority 3, “Housing to meet the needs of Orkney’s people”.

4. Introduction

4.1.

At its meeting held on 7 June 2017, the Education, Leisure and Housing Committee noted:

4.1.1.

That the Sheltered Housing Service was inspected by the Care Inspectorate during week commencing 27 February 2017 and completed on 22 March 2017.

4.1.2.

That the Care Inspectorate’s inspection focussed on the following two areas:

- Quality of care and support.
- Quality of management and leadership.

4.1.3.

That, of the two areas inspected, both received a level 3 or “adequate” grading.

4.1.4.

That the inspection report, attached as Appendix 1 to the report by the Executive Director of Education, Leisure and Housing, contained four recommendations and no requirements and consequently the Council was required to submit an Action Plan for improvement.

4.1.5.

The Action Plan, attached as Appendix 2 to the report by the Executive Director of Education, Leisure and Housing, which was submitted to the Care Inspectorate.

4.1.6.

That as a result of the outcome of the inspection, the Executive Director of Education, Leisure and Housing had arranged for an independent review to be carried out.

5. Background

5.1.

The housing support element of the Sheltered Housing Warden Service is regulated by the Care Inspectorate.

5.2.

Staff within the Sheltered Housing Warden Service are primarily concerned with providing housing support and assistance to older people within the Council's two sheltered housing schemes.

5.3.

This service provides reassurance and social opportunities to older people who feel that this service is important to their security and well-being and who have a community care need.

5.4.

The Sheltered Housing Warden Service transferred to Housing Services in August 2010.

5.5.

The inspection officer comes from a Care Inspectorate office outside Orkney and is tasked with identifying weaknesses in service provision, non-compliance with legislation or suggestions for improvement.

5.6.

Each inspection focuses on different areas and associated National Care Standards.

6. Inspection Process

6.1.

The inspection took place on various dates during late 2017 and was completed on 14 December 2017.

6.2.

The inspection focussed on the following three areas:

- Quality of care and support.
- Quality of staffing.
- Quality of management and leadership.

6.3.

Grades have been awarded as follows:

- Quality of care and support received a level 3 or “Adequate” grading.
- Quality of staffing received a level 3 or “Adequate” grading.
- Quality of management and leadership received a level 3 or “Adequate” grading.

6.4.

These grades are broadly similar to those obtained in 2017 but represent a decline in grades from a previous inspection in 2014.

6.5.

The inspection report, attached as Appendix 1 to this report, contains four recommendations.

6.6.

An Action Plan for improvement required to be submitted to the Care Inspectorate. This was submitted accordingly and is attached as Appendix 2 to this report for information.

6.7.

Members were previously advised of the unexpected drop in grades obtained in the inspection of March 2017 and that an independent review would be undertaken. As a result of the review and after a recent restructure within the Housing and Homelessness Service, the Sheltered Housing Service has been assigned to an experienced manager and it is anticipated that appropriate steps will be taken and improvements will follow in due course.

7. Financial Implications

There are no significant financial implications associated directly with this noting report.

8. Legal Aspects

There are no legal implications arising directly from this noting report.

9. Contact Officers

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10. Appendices

Appendix 1: Care Inspectorate Report.

Appendix 2: Action Plan for Care Inspectorate.