

### Action Plan for Care Inspectorate December 2017

Relates to Care Inspectorate Report dated 14 December 2017 re Sheltered Housing

Recommendation / Requirement	Action	By Whom	When
<b>Quality of Care and Support</b>			
1. The provider should ensure that written agreements more clearly outline the days and duration of housing supports provided by wardens to tenants.  National Care Standards, Housing Support Services: Standard 2 - Your Legal Rights.	The Council will take legal advice on the best means of meeting the Care Inspectorate's requirements without creating a legally binding contract.	Head of Housing, Homelessness and Schoolcare Accommodation Services / Team Leader (Housing Support)	June 2018
2. The provider should ensure that service users are fully involved in developing support plans and in their ongoing reviews.  National Care Standards, Housing Support Services: Standard 4 - Housing Support Planning.	Service users will be fully involved in developing support plans and ongoing reviews.	Head of Housing, Homelessness and Schoolcare Accommodation Services / Team Leader (Housing Support)	June 2018
<b>Quality of Staffing</b>			
1. The provider to fully embed a range of staff development	These policies are already in place across the Service and will be adhered to	Head of Housing, Homelessness and Schoolcare	June 2018

<p>practices, including supervision, appraisal and observation assessments of staff competencies. These practices will be expected to evidence how, as part of an overall service improvement plan, the experience and outcomes for people who experience care is being improved.</p> <p>National Care Standards, Housing Support Services: Standard 3 - Management and Staffing.</p>	<p>appropriately.</p>	<p>Accommodation Services / Team Leader (Housing Support)</p>	
<b>Quality of Management and Leadership</b>			
<p>1. The provider to devise a detailed service improvement plan based on the recommendations contained in the internal review, the contents of this inspection report as well as the views, opinions and suggestions of the service's stakeholders about how it could be improved. Part of the service improvement plan should contain the implementation of robust quality audits which should be used to evaluate and evidence how the overall support practices of the service were leading to</p>	<p>Service Improvement Plan to be developed appropriately and align with relevant processes accordingly.</p>	<p>Head of Housing, Homelessness and Schoolcare Accommodation Services / Service Manager (Housing and Homelessness) / Team Leader (Housing Support)</p>	<p>August 2018</p>

<p>improved person-centred outcomes for tenants.</p> <p>National Care Standards, Housing Support Services: Standard 3 - Management and Staffing Arrangements.</p>			
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