

Dalmuir Park Housing Association Sheltered Housing Service / Lynx Care Housing Support Service

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Clydebank
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Type of inspection: Announced (short notice)
Inspection completed on: 19 April 2018

Service provided by:
Dalmuir Park Housing Association
Limited

Service provider number:
SP2004006161

Care service number:
CS2004063084

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com

The sheltered housing service previously registered their housing support service with the Care Commission on 15 December 2004 and transferred its registration to the Care Inspectorate on 1 April 2011. On 8 June 2011 they registered a care at home service. This is now a combined housing support and care at home service.

The service provides support to people living in Dalmuir Park Housing's 70 self contained sheltered properties split between two nearby sites within the Dalmuir area of Clydebank, West Dunbartonshire. The service provides on site support for residents and an alarm service is operational 24 hours. Another Telecare organisation provides the alarm service cover when support staff is not on duty. People have easy access to public transport and local shops. Currently personal care is only a small part of what the service does. The service is exploring new opportunities to further develop this aspect of their service.

The service aims, "to ensure that older people and people with disabilities can live independently for as long as possible within their own homes and as far as is possible offer them a choice in the way the service is provided".

What people told us

Each sheltered housing unit has 35 flats. At the time of inspection four people were in hospital, one person was in temporary residential care and two flats were awaiting allocation with one let during our visit. During our visit we met thirteen people.

All of the people we met were very happy with the support from staff and experienced positive outcomes, such as: feeling more secure; more confident and independent; being able to socialise more with people; and feeling less isolated.

We met one person who was in the process of moving in. They told us they had heard good things about the service and the support staff provided and this had triggered them into making an application to move here.

Self assessment

A self assessment was not required for this year's inspection.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of staffing	not assessed
Quality of management and leadership	5 - Very Good

What the service does well

In addition to meeting thirteen people who use the service twenty-seven other people completed our Care Standards Questionnaire prior to the inspection. Comments included:

'I found all of the care staff to be extremely helpful in the short time that I have lived here. They were especially helpful when my wife was ill and when she passed away earlier this year'

'On the one occasion that I needed help the staff member came right away and did everything necessary. They are always friendly and helpful. We are very fortunate in having such good staff members'

'I find the staff willing and helpful, their consideration makes this a pleasant environment to live in'

'I have only been using this service for a short time the service is wonderful. The staff are so nice and can't do enough for you even in the recent bad weather. It is very comforting to know that you can call them any time and nothing is too trivial for them to help with. The service is great and the staff are amazing'

'It is a pleasure to live here with the Wardens on site. They are easy to approach and talk to. Nothing is too much trouble for them. The wee parties and outings they organise are fab'

The good information received by the service about people moving in meant that staff could offer more meaningful and person centred support. Several people told us they now led much more active lives since moving to the sheltered housing. They actively engaged in local community activities and had made new friends.

Some people told us how much they appreciated the support staff gave during the recent very bad weather when it was not safe for them to go out. Comments included:

'I think the staff really do their jobs so well. I moved in here (last year) and I have received outstanding help and care. During that bad weather a few weeks ago I was always asked each morning if I need anything. That is service'

'In the year that my mother has stayed here, she has had the best care and support. Great staff really make her feel settled here. As a family we have the greatest respect for them all and the service provided'

'The service I receive is provided by caring professional staff. There have been times when I have required additional support. This support has been provided with meaningful dialogue between staff and myself to ensure my needs have been met and my desire for independence respected. Finally - I appreciate this opportunity to comment on my care provision within Dalmeir Park Housing Association'

We observed support staff making their early morning calls to people. Staff had a very good knowledge of each person's preferences. For example one person who was one their more vulnerable residents needed staff to contact them at a precise time each day and not speak to them until they spoke first. This sensitive form of communication demonstrated respect and understanding of this person's particular support needs and preferences.

People told us that they regularly discussed their needs with staff to keep their care plans up-to-date. The eleven care plans we looked at were detailed and person centred. Each plan documented other services people received and contact details for health professionals with whom they could liaise. One of the plans was for a person receiving palliative care at home and showed effective communication between support staff and numerous health professionals.

The service had business and improvement plans which they reviewed regularly. This assisted the service to ensure staff training, professional development and care planning was up-to-date and supported good practice. A recommendation made at the last inspection in relation to improving quality assurance was met and now more robust systems were in place.

Following a complaint about response to a community alarm being activated the service undertook a complete review of the information their staff held and that which the Telecare organisation and local authority which cover and respond to community alarms held. Following the review the other organisations now have more detailed information about people and thus are able to provide a better level of support to residents when sheltered housing support staff are not on duty. This was good evidence of a service improving systems following feedback from people using the service.

Following our visit it was clear that people felt involved in their care, that they had confidence in support staff and they rated the support they received very highly.

What the service could do better

The service has identified a need to provide staff with additional palliative care training to meet people's needs. Staff should discuss with health and social care colleagues the use of an anticipatory care plan to ensure staff are aware of everyone's wishes including medical intervention. We signposted the service to new 'My Anticipatory Care Plan - Let's think ahead' website 'myacp.scot'.

Management and support staff continue to build links with local community facilities to encourage people to remain active and socially engaged. In particular they are examining how they could further promote healthy living through physical activity and good nutrition and hydration. We have signposted the service to another sheltered housing service who had recently initiated a healthy living project.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

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

Inspection and grading history

Date	Type	Gradings	
4 May 2017	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed 5 - Very good
18 May 2016	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed 5 - Very good
12 May 2015	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good
28 May 2014	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 4 - Good 4 - Good
19 Jul 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 4 - Good
15 Jun 2012	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 3 - Adequate
28 Apr 2011	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 4 - Good
22 Jun 2010	Announced	Care and support Environment Staffing	4 - Good Not assessed 3 - Adequate

Date	Type	Gradings	
		Management and leadership	4 - Good

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