

Dalmuir Park Housing Association Sheltered Housing Service Housing Support Service

Beardmore House
631 Dumbarton Road
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Clydebank
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Telephone: 0141 952 2447

Type of inspection:

Unannounced

Completed on:

10 April 2019

Service provided by:

Dalmuir Park Housing Association
Limited

Service provider number:

SP2004006161

Service no:

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. There were eighty people using the service at the time of inspection. 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

We met 11 sheltered housing residents during our inspection.

In addition, prior to the inspection we issued 25 Care Standards Questionnaires and 23 (92%) were returned (22 by tenants and one completed by a relative). Nineteen people strongly and four agreed that they were happy with the overall service provided.

Sheltered housing tenants told us:

'Staff are amazing, very friendly and would help with anything needed. They provide a great service'.

'The support staff (wardens) at my sheltered complex are TOP DRAWER. I have the utmost confidence in them at every level. Nothing is too much trouble for them. They go over the call of duty to see everyone is catered for and then some'.

'The staff are very good at noticing if anyone is unwell or might need help. They are also very good and patient (referring to people who may be distressed)'.

'I bless the day I moved into sheltered housing. I was reclusive and depressed beforehand but now I have a varied social life and friends. I know I have a great support team if and when I need it. They are always willing just to sit and listen - especially (name of a support worker). All care has been taken with adaptations to my home so I can move safely about in my own house in my wheelchair'.

Self assessment

We did not require a self-assessment for this year's inspection.

From this inspection we graded this service as:

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

What the service does well

All of the people we met who use the service were high in their praise for staff and the support provided. They told us how staff supported new people to settle and make friends. People liked the fact that they were encouraged to remain as active as possible while also keeping themselves safe.

One person had joined the stain glass class and had designed some items for their own home. Others loved the exercise classes which had started and told us how the weekly classes were helping them improve their mobility and stamina. We joined one of the classes and saw how the instructor combined promoting physical exercise with having fun.

People told us:

'I find the quality of care really good on complex and I feel confident if I have to ask staff about anything I require to help my needs etc. or for any other reason. Think they are a good team and work well together, and very approachable and helpful and pleasant to tenants. I wish I had made or had the opportunity to move into this sheltered housing years ago as it had made such a big difference to my quality of life. Meeting people, making friends and don't feel so isolated now, I feel safe and secure here'.

'Since moving here almost 2 years ago I have found all of the staff very helpful, especially around and after my wife passed away last year. Information is freely available on the common room notice board and through regular tenants meetings'.

People are encouraged to attend the regular tenants meetings to discuss service development and make suggestions for new activities and outings. The Housing Association is actively seeking to recruit additional tenant members to their Management Committee to promote further opportunities for meaningful participation.

This is a service where management and staff have a detailed knowledge of the care and support needs of each sheltered housing tenant. Support provided ranges from minimal for people who are fairly independent to very intensive for people who have high support needs. We saw how the notifications made by the service to us strongly evidenced the effective advocacy role staff play in helping people access the services they need. This was particularly true in relation to people living with dementia.

'The staff are helpful without being patronising. I feel I can discuss anything problems in a secure environment'.

All of the people we met who use the service were high in their praise for staff and the support provided.

All of the staff had recently completed a comprehensive online training programme in palliative care. This was to assist staff to effectively support people through their last journey of life. Staff had excellent relationships with the West Dumbartonshire Health and Social care partnership (WDCHSCP) team and worked closely with NHS staff when people were unwell.

What the service could do better

We suggested to the service that it should seek to accelerate its planned dementia training to support staff working with an increasing number of people living with dementia. This is a small service and some staff absence, due to ill health, had in part hindered their planned training programme. We provided the service with some training material to assist them delivering dementia training.

We suggested to the service that they should set up a monitoring system to ensure that all staff remains actively registered with Scottish Social Service Council (SSSC) which they need to keep working.

We discussed with the manager how to further improve staff daily recordings. Daily recordings could better evidence that good outcomes are being delivered for people in line with the new Health and Social Care Standards.

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.

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

There are no outstanding requirements.

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

There are no outstanding recommendations.

Inspection and grading history

Date	Type	Gradings
19 Apr 2018	Announced (short notice)	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed Not assessed 5 - Very good
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
		5 - Very good Not assessed 5 - Very good

Date	Type	Gradings	
		Management and leadership	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 Management and leadership	4 - Good Not assessed 3 - Adequate 4 - Good

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