

Dalmuir Park Housing Association Sheltered Housing Service Housing Support Service

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Type of inspection:
Unannounced

Completed on:
3 December 2024

Service provided by:
Dalmuir Park Housing Association
Limited

Service provider number:
SP2004006161

Service no:
CS2004063084

About the service

Dalmuir Park is registered as 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 are not on duty. People have easy access to public transport and local shops.

At time of inspection, there were 70 tenancy agreements in place.

About the inspection

This was an unannounced inspection which took place on 03 December 2024 between 09:30 and 16:45. One inspector carried out the inspection. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year.

This was a pilot inspection to test a new way of inspecting to provide assurance that better performing services continue to deliver a very good level of care and support. No new evaluations (grades) have been awarded.

This inspection is called a core assurance inspection. This is because research tells us that these core assurances are the key areas that are essential to a service being safe. We report on them under the headings: legal assurances, wellbeing, leadership, staffing, and planned care/support.

We confirmed that the service continued to provide a very good level of care and support. We know this because on the inspection we:

- spoke with two people using the service along with receiving 25 pre-inspection surveys.
- spoke with one staff and the manager along with receiving five pre-inspection surveys from the staff team of eight.
- observed practice and daily life.
- reviewed documents.
- obtained feedback from a visiting service.

Key messages

Legal Assurances

We found the service was operating legally and in line with their conditions of registration, including having the appropriate insurance in place and a range of policies and procedures that promoted good outcomes for people. This meant that people were safe and protected from harm and could have confidence in the organisation providing their care and support.

Wellbeing

People experienced care and support with compassion because there were warm, encouraging, positive relationships between support staff and tenants who lived in the complex, which helped people to achieve their individual outcomes. One person told us, "I live independently, but have been unwell on two occasions and staff supported me at these times", whilst another felt, "I live independent, but happy that staff are available should I need them". Three tenants felt that there should be option to opt out of any kind of support including telecare, with one explaining, "I am fully independent, but have a generic charge which I feel could be adjusted to meet individual needs".

Processes were in place to ensure people were protected from harm. Staff received protection training as part of their induction to the service, with ongoing refresher training to ensure that this remained up-to-date.

People had control of their own health and wellbeing by using any necessary technology and other specialist equipment. Tenants could choose the level of welfare support to suit their individual circumstances.

Leadership

Staff and management continually evaluated people's experiences to ensure that, as far as possible, tenants living in the complex were provided with the right care and support in the right place to meet their outcomes. People were well informed and their views were important to drive improvement.

Management demonstrated a clear understanding about what was working well and what improvements were needed. They ensured that the outcomes and wishes of people who used the service were the primary drivers for change.

Staffing

Staff training records were up-to-date for essential training and staff received regular refresher sessions. This, along with the positive feedback we received about staff, assured us staff had the necessary skills, training, and competence to provide safe care.

Tenants all told us that they got on well with staff, one person explained, "I live independently in my own home, if I ask for help I receive it or staff will get back to me".

Regular meetings and good communication meant all staff were well informed of people's needs and requirements. This supported good outcomes for people as support workers were available and observant to their needs.

Planned Care/Support

Personal plans clearly detailed how people's health and wellbeing needs would be met. People's preferences for daily routines were noted in plans and staff adhered to them. Risk assessments were completed when there was an identified need.

Reviews were meaningful and took place in the tenant's own home, and included health and safety checks to ensure that all equipment was in good working order.

People were fully involved in decisions about their current and future care and support needs. Their plans and wishes for their life in the future were also fully taken account of.

Complaints

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

To find out more

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