

# Inspection report

## The Scott Tenancy Housing Support Service

Social Work Department  
Balmerino Road  
Dundee DD4 8KW

**Inspected by:** Linda Paterson  
**(Care Commission Officer)**

**Type of inspection:** Announced

**Inspection completed on:** 26 March 2009

**Service Number**

CS2004073133

**Service name**

The Scott Tenancy

**Service address**Social Work Department  
Balmerino Road  
Dundee DD4 8KW**Provider Number**

SP2003001613

**Provider Name**

Carolina House Trust

**Inspected By**Linda Paterson  
Care Commission Officer**Inspection Type**

Announced

**Inspection Completed**

26 March 2009

**Period since last inspection**

12 months

**Local Office Address**Central East Region, Compass House, 11  
Riverside Drive, Dundee DD1 4NY

## **Introduction**

The Scott Tenancy Housing Support Service, which is run by Carolina House Trust, was registered by the Care Commission in November 2004. Information provided by the service states that it offers an intensive and flexible package tailored to the individual, providing up to seven hours per week support. The service is aimed at care leavers and young vulnerable homeless or people leaving prison who feel they need extra support to sustain a tenancy. Support is provided by a single Housing Support Worker working with young people on an individual and where appropriate, a small group basis.

The service manager and support worker share an office base and work in close partnership with Dundee City Council's Throughcare and Aftercare Service.

The service currently provides support to approximately 10 young people at various stages of acquiring and maintaining their own tenancy.

Based on the findings of this inspection the service has been awarded the following grades:

Quality of Care and Support - 5 - Very Good

Quality of Staffing - 5 - Very Good

Quality of Management and Leadership - 5 - Very Good

This inspection report and grades represent the Care Commission's assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. Please refer to the care services register on the Care Commission's website ([www.carecommission.com](http://www.carecommission.com)) for the most up-to-date grades for this service.

## **Basis of Report**

### **The Annual Return**

The service had submitted an annual return as requested by the Care Commission.

### **The Self-Assessment Form**

The service had submitted a self-assessment form as required by the Care Commission.

### **Regulation Support Assessment**

The inspection plan for this service was decided after a Regulation Support Assessment (RSA) was carried out to determine the intensity of inspection necessary. The RSA is an assessment undertaken by the Care Commission Officer (CCO) which considers complaints activity, changes in the provision of the service, nature of notifications made to the Care Commission by the service (such as absence of a manager) and action taken upon requirements. The CCO will also have considered how the service responded to situations and issues as part of the RSA.

This assessment resulted in this service receiving a low RSA score and so a low intensity inspection was required. The inspection was based on the relevant Inspection Focus Areas and associated National Care Standards, recommendations and requirements from previous inspections and complaints or other regulatory activity.

### **During the inspection**

The inspection was carried out by Linda Paterson Care Commission Officer during an

announced visit during the morning of 26 March 2009.

#### Evidence

During the inspection, evidence was gathered from a number of sources including:

Discussion with the manager of the service

Discussion with the housing support project worker

Examination of sample of relevant documentation including:

support plan;

questionnaires completed by service users;

information about group activities;

service evaluation

#### Inspection Focus Areas and links to Quality Themes and Statements for 2008/09

The previous inspection report in August 2008, reported findings from the Inspection Focus Areas. Details of the inspection focus and associated Quality Themes to be used in inspecting each type of care service in 2008/09 and supporting inspection guidance, can be found at:

<http://www.carecommission.com/>

#### Fire Safety Issues

The Fire (Scotland) Act 2005 introduced new regulatory arrangements in respect of fire safety, on 1 October 2006. In terms of those arrangements, responsibility for enforcing the statutory provisions in relation to fire safety now lies with the Fire and Rescue service for the area in which a care service is located. Accordingly, the Care Commission will no longer report on matters of fire safety as part of its regulatory function, but, where significant fire safety issues become apparent, will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Further advice on your responsibilities is available at [www.infoscotland.com/firelaw](http://www.infoscotland.com/firelaw)

#### **Action taken on requirements since last Inspection**

There were no requirements from the last inspection. Appropriate action had been taken to address the one recommendation which was made.

#### **Comments on Self Assessment**

A self-assessment form was completed prior to the inspection. This was very detailed and identified evidence of strengths and some areas for further improvement of the service. The self-assessment form provided a useful focus for the inspection.

#### **View of Service Users**

Four service users completed the pre-inspection questionnaires "How satisfied are you with your Care Service?" Of these, two indicated that they were "satisfied" and two that they were "very satisfied" with the housing support service.

Comments included:

"I feel the staff have supported me to the best of their ability"

"The service was great - the support and that, and the advice and that as well - learning to

cook and stuff as well."

**View of Carers**

The views of carers were not sought for this inspection.

## Quality Theme 1: Quality of Care and Support

**Overall CCO Theme Grading: 5 - Very Good**

**Statement 1: We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.**

### Service Strengths

The service demonstrated that it was committed to enabling young people who used the service to participate in assessing and improving the quality of the service in a variety of ways, on an individual basis, as a service, and as an organisation.

The whole ethos of the service is to work in partnership with young people, supporting them to identify areas where they needed to develop skills, and working with them to set and achieve individualised goals. An examination of support plans showed that the support worker worked closely and effectively with young people to help them to develop the skills which they needed to manage their own tenancies.

Plans evidenced that progress was made across all areas identified for action by young people: the outcome of this was that young people were successfully maintaining tenancies, and were making progress in relation to health and employment issues.

The service had gathered the views of young people about the service using questionnaires, facilitated by a worker who was independent of the service. The questionnaires indicated a high level of satisfaction with the service, illustrated by some of the following comments:

- "because of the support I'm given I'm coping very well"
- "moving to my own tenancy was very stressful and I couldn't have managed on my own."
- "I'm managing my tenancy with the support I'm being offered. This really helps."
- "Support was always there when I needed it."

Carolina House Trust has developed a participation strategy for young people who use their services. Young people have been encouraged to give their views about the organisation in a variety of ways, including activity based participation events. The organisation is in the process of developing its website in response to some of the issues raised by young people.

### Areas for Development

none noted

### CCO Grading

5 - Very Good

### Number of Requirements

0

### Number of Recommendations

0

**Quality Theme 2: Quality of Environment**

**Overall CCO Theme Grading:**

## **Quality Theme 3: Quality of Staffing**

**Overall CCO Theme Grading: 5 - Very Good**

**Statement 1: We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.**

### **Service Strengths**

The service demonstrated that it was committed to enabling young people who used the service to participate in assessing and improving the quality of staffing in the service in a variety of ways.

The service had used questionnaires to encourage young people to give their views about staff. Because there is only one member of staff, the service used a facilitator from another service to enable young people to give their views anonymously and without feeling that they had to be polite. The outcomes of this survey showed a high level of satisfaction with the direct service offered by the support worker.

In discussion, both the support worker and the manager described how their training and development programme was closely influenced by the needs of the young people, and gave examples of courses which had been undertaken with specific goals in mind, eg a course in money management which had provided a toolkit which was had been used to very good effect with young people.

### **Areas for Development**

Although young people were not currently involved in the recruitment and selection process, Carolina House Trust was committed to doing this in a meaningful and productive way. A small working group involving young people and staff had been established to develop policy, procedure and guidelines to take this strategy forward.

### **CCO Grading**

5 - Very Good

### **Number of Requirements**

0

### **Number of Recommendations**

0

**Statement 3: We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.**

### **Service Strengths**

The service provider had robust policies and procedures in place to support the recruitment, training and performance of staff. Extensive restructuring of the management team and of the organisation as a whole had resulted in the establishment of clear lines of responsibility for service development.

Very effective systems were in place to support the supervision and training of the support

worker and the manager, and the relocation of the service base to work alongside the local authority's Throughcare and Aftercare team provided further opportunities for skills sharing and professional development.

Both the manager of the service and the support worker were very well qualified and experienced in working with young people who required their support. Throughout the inspection they demonstrated extensive knowledge and understanding of the issues facing the service users, and a strong commitment to working in partnership to address these issues.

As described, both the service's own survey of service user views and the Care Commission's pre-inspection questionnaires showed a high level of satisfaction with the service provided. In such a small service, this inevitably reflected a high level of satisfaction with the input of the support worker who used her knowledge, training, contacts and interpersonal skills to very good effect to enable young people to make the difficult transition to independent living, and to build their capacity to sustain tenancies in the longer term. The combination of the support worker's knowledge and understanding of the issues, legislation, policy and resources affecting young people, together with the ability to form effective working relationships with young people was a major strength in this service.

Some comments from young people who had responded to the service's own questionnaire illustrated this:

• "I appreciate the support Karen offers and try to make the best use of it."

• "If I've got any queries, I text Karen and she gets back to me with the answer."

### **Areas for Development**

none noted

### **CCO Grading**

6 - Excellent

### **Number of Requirements**

0

### **Number of Recommendations**

0

## **Quality Theme 4: Quality of Management and Leadership**

**Overall CCO Theme Grading: 5 - Very Good**

**Statement 1: We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.**

### **Service Strengths**

As an organisation, Carolina House Trust has demonstrated a strong commitment to in the service through the development of a formal participation strategy for young people who use their services. Young people have been encouraged to give their views about the organisation in a variety of ways, including the development of key policies and procedures which affect them and the service they receive.

Through this process, young people had been consulted about a new handbook, and had influenced changes to this and the plans for the organisation's website.

Through questionnaires and evaluation of the health-focussed Youth Achievement Award group, the service demonstrated that it was committed to gathering the views of young people, listening to what they said, and using the information to develop services in line with their views and needs. Although at an early stage of development, the support worker was beginning to involve some young people in some aspects of group leadership and peer education.

### **Areas for Development**

none noted

### **CCO Grading**

5 - Very Good

### **Number of Requirements**

0

### **Number of Recommendations**

0

**Statement 4: We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide.**

### **Service Strengths**

Carolina House Trust has gone through a period of significant change during the last year. The pro-active senior management team has implemented a comprehensive review of the organisation's structure and functions, and has published a clear mission statement, including values, vision and a strategic plan. The review and new developments within the service are the result of the organisation having taken account of feedback from a number of individuals, organisations and stakeholders, including the Care Commission. The participation strategy as implemented so far gives every indication that it will meaningfully involve service users and other stakeholders in the future planning and development of the

service.

Within the Scott Tenancy service, as described elsewhere in this report, the views of service users have been sought and used to develop services in ways which young people have said that they find helpful, eg the Youth Achievement Award group evaluations showed that sessions had been planned in response to feedback from young people about previous sessions.

The manager and support worker said that in planning their service, they were influenced by discussion and consultation with other stakeholders, particularly referring social workers and residential childcare staff. They were aware of the importance of recognising and managing the views of parents, carers and other significant people in young people's lives.

The support worker and manager kept records of young people who had used the service, and used information about outcomes to reflect on and develop strategies for future work with young people.

The specific focus area for this inspection was Notifications to the Care Commission and Scottish Social Services Council (SSSC).

The manager was aware of her responsibility to report any instances of staff dismissal on the grounds of misconduct, or situations when an employee may have been dismissed on the grounds of misconduct but left before this action was taken, to the SSSC. She was also aware that she must provide the SSSC with information about employees as required. She was also aware that she had a responsibility to notify the Care Commission of matters of misconduct, including theft.

### **Areas for Development**

The service provided very good evidence that it involved young people who used the service in evaluating quality of the service. However, the service should consider how it might develop systems which evidence how it routinely incorporates the views of stakeholders into the evaluation of the work of the service (see recommendation 1).

### **CCO Grading**

5 - Very Good

### **Number of Requirements**

0

### **Number of Recommendations**

1

**Regulations / Principles**

**National Care Standards**

**Enforcement**

There has been no enforcement action against this service since the last inspection.

**Other Information**

none noted

**Requirements**

There are no requirements

**Recommendations**

Recommendation 1: The service should develop systems which evidence how it routinely incorporates the views of other stakeholders into the evaluation of the work of the service - National Care Standards for Housing Support Services - Standard 3 - Management and staffing arrangements

**Linda Paterson**  
**Care Commission Officer**