



**Item: 11**

**Education, Leisure and Housing Committee: 2 April 2025.**

**Care Inspectorate – Sheltered Housing Service.**

**Report by Corporate Director for Education, Leisure and Housing.**

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## **1. Overview**

- 1.1. An unannounced Care Inspectorate inspection took place within the Sheltered Housing Service between 7 and 9 January 2025. The inspection report, attached at Appendix 1 to this report, was published on 28 January 2025.
- 1.2. The housing support element of the Sheltered Housing Warden Service is regulated by the Care Inspectorate.
- 1.3. Staff within the Sheltered Housing Warden Service are primarily concerned with providing housing support and assistance to older people within the Council's two sheltered housing schemes, being Lambaness, Kirkwall and Rae's Close, Stromness.
- 1.4. This service provides reassurance and social opportunities to older people who feel that this service is important to their security and well-being and who have a community care need.
- 1.5. The Care Inspectorate is tasked with identifying weaknesses in service provision, non-compliance with legislation or suggestions for improvement.
- 1.6. Each inspection focuses on different areas and associated Health and Social Care Standards and Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 ("the 2011 Regulations").
- 1.7. The Sheltered Housing Service was last inspected in January 2024, where two areas were inspected, How good is our Leadership and How well is Care and Support planned, both received an Adequate grading.
- 1.8. The key messages from the most recent inspection in January 2025 were:
  - People benefited from a dedicated staff team familiar with their needs and preferences.
  - People spoke highly of the staff who support them.

- Management were recruiting additional staff.
- Quality assurance and improvement was well led.
- Personal plans set out people's needs and preferences.

1.9. During the inspection in January 2025 four areas were considered and graded as follows:

- How well do we support people's wellbeing - Good.
- How good is our leadership - Good.
- How good is our staff team - Good.
- How well is our care and support planned - Good.

## 2. Recommendations

2.1. It is recommended that members of the Committee:

- Note the inspection of the Housing Support Service within the Sheltered Housing service, undertaken by the Care Inspectorate and the subsequent report, attached as Appendix 1 to this report.

### For Further Information please contact:

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### Implications of Report

- 1. Financial** - There are no direct financial implications.
- 2. Legal** - The 2011 Regulations set out the requirements which must be complied with by providers of care services under Part 5 of the Public Services Reform (Scotland) Act 2010. A care service must be provided in accordance with the general principles set out in regulation 3. Regulation 4 imposes requirements on providers which relate to the welfare of service users. In accordance with regulation 5, the provider is required to prepare a personal plan for each service user setting out how the service user's health, welfare and safety needs will be met. There are no legal implications arising directly from this noting report.
- 3. Corporate Governance** – Not applicable.
- 4. Human Resources** - None directly related to the recommendations in this report.
- 5. Equalities** - An Equality Impact Assessment is not required for performance reporting.
- 6. Island Communities Impact** – An Island Communities Impact Assessment is not required for performance monitoring.

7. **Links to Council Plan:** The proposals in this report support and contribute to improved outcomes for communities as outlined in the following Council Plan strategic priorities:
  - Growing our economy.
  - Strengthening our Communities.
  - Developing our Infrastructure.
  - Transforming our Council.
8. **Links to Local Outcomes Improvement Plan:** The proposals in this report support and contribute to improved outcomes for communities as outlined in the following Local Outcomes Improvement Plan priorities:
  - Cost of Living.
  - Sustainable Development.
  - Local Equality.
  - Improving Population Health.
9. **Environmental and Climate Risk** - None directly related to the recommendations in this report.
10. **Risk** - None directly related to the recommendations in this report.
11. **Procurement** - None directly related to the recommendations in this report.
12. **Health and Safety** - None directly related to the recommendations in this report.
13. **Property and Assets** - None directly related to the recommendations in this report.
14. **Information Technology** - None directly related to the recommendations in this report.
15. **Cost of Living** - None directly related to the recommendations in this report.

#### **List of Background Papers**

None.

#### **Appendix**

Appendix 1 – Care Inspectorate Report.