

Sheltered Housing - Orkney Housing Support Service

Council Offices
School Place
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Unannounced

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Service provided by:
Orkney Islands Council

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About the service

The Orkney sheltered housing service is provided at two locations in Kirkwall and Stromness. Site wardens provide support to vulnerable tenants.

19 tenants are accommodated in purpose-built houses rented from Orkney Islands Council Housing Services. A range of housing management and welfare services are offered to tenants including daily welfare checks. There were community rooms at Kirkwall and Stromness which could be used for social get-togethers. The aim of the service was to deliver comprehensive, responsive, person-centred supports which were efficient and effective.

About the inspection

This was an unannounced inspection which took place between 7-9 January 2025. This virtual inspection was carried out by one inspector from the Care Inspectorate.

To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection. In making our evaluations of the service we spoke with:

- Spoke with eight people using the service and six of their family representatives.
- Spoke with four staff and management.
- Reviewed documents.
- Spoke with three visiting professionals.

Key messages

- 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.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	4 - Good
How good is our leadership?	4 - Good
How good is our staff team?	4 - Good
How well is our care and support planned?	4 - Good

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

People's health and wellbeing should benefit from their care and support. Tenants told us about a small team of dedicated staff who supported them. People spoke highly of the staff. One person told us "The staff are really good and do whatever they can for me". There was a strong sense of community. This helped people feel valued and gave a sense of belonging. However; a few people expressed frustration about staff availability at times. Staffing resources remained a challenge for the service. Although the provider was working to resolve recruitment challenges there remained a few occasions where staffing was compromised. People reassured us that they were informed about staff absence in advance where possible. The service had introduced contingency measures such as contact calls from the management and office team where possible and the availability of the providers responder service to support with emergency situations if required.

Overall, families of people supported were positive about the service provided. A relative told us "The staff are good" and "they contact us if needed". This meant that families felt well informed.

The service worked well with external agencies to promote people's wellbeing. Professionals involved told us staff were knowledgeable about people's needs. A professional told us "Staff are good" and "communication has always been good". This helped keep people well.

Meaningful activity and social engagement are known to promote wellbeing. People benefited from social events in shared lounge areas. Tenants enjoyed weekly coffee mornings which helped establish and maintain relationships with other people. We heard about additional events such as meals out. Comments from people included, "The coffee morning is the best part of my week" and "We had a great Christmas meal together it was wonderful". This promoted wellbeing and a sense of belonging.

How good is our leadership?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

A quality assurance system supported a culture of continuous improvement. A range of audits assessed the quality of the service and compliance with expected standards. Action plans were revisited to ensure that corrective actions had been taken if needed. We shared ways in which the improvement plan could be further developed. The management team were receptive to suggested improvements and demonstrated a commitment to develop the service.

People can expect to be meaningfully involved in shaping the development of their support service. Tenant participation surveys and interviews had been undertaken to gather the views of people supported. Feedback forms contained action points to reflect any areas of improvement identified. This information should be used to inform the service development plan. Management planned further tenant participation meetings to enable tenants to further contribute their views and ideas for their Sheltered Housing complex.

The manager maintained an overview of accidents and incidents. A lesson learned approach helped ensure

learning was taken from any unplanned incidents. A management debriefing was undertaken following adverse events which demonstrated reflection on events and actions taken.

Staff attended team meetings with their line manager. Staff spoke positively about team meetings providing an opportunity to express their views on what was working well and discuss where developments were needed. This meant staff felt listened to.

How good is our staff team?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

The service benefitted from a small and stable staff team. Staff were clear about their roles and responsibilities. Staff supported each other in response to changing situations to ensure support was consistent where possible.

People should have confidence that the people who support them are trained, competent and skilled. Training was based on a training needs analysis. The management team identified relevant training to support individuals. Staff training included a blend of online and face to face training. Records sampled demonstrated appropriate learning achieved by staff. This meant that training reflected the needs of people. Staff spoke positively about the training they received. This promoted a culture of continuous learning and improvement.

Formal supervision with managers gave staff the opportunity for reflective discussions on their development and practice. Staff practice was observed to reinforce good practice and address areas that required further development.

Staff were recruited in accordance with best practice guidance. An induction programme helped prepare them for their role.

How well is our care and support planned?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

Personal plans were person-centred and gave very good direction to staff about people's support needs and planned interventions. Staff told us they knew people well and could respond to a change in their wellbeing. Personal plans were developed in partnership with people receiving support. Where needs changed personal plans were updated. All plans had been reviewed in last six months to ensure they reflected people's current needs. This helped to ensure that planned support interventions remained relevant.

Services should keep clear and accurate support records and what these mean for individuals. Daily recordings of people's contact were documented. However, there were a few inconsistencies in the level of detail recorded. Improvement was needed to ensure there was appropriate recording of people's wellbeing and presentation. This would ensure staff had the necessary information to ensure people got the right support. The management team acknowledged this was an area that required further development.

Complaints

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

Detailed evaluations

How well do we support people's wellbeing?	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - Good
How good is our leadership?	4 - Good
2.2 Quality assurance and improvement is led well	4 - Good
How good is our staff team?	4 - Good
3.3 Staffing arrangements are right and staff work well together	4 - Good
How well is our care and support planned?	4 - Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	4 - Good

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