

Inspection report

Gowrie Care - North Grimsby Housing Support Service

Gowrie Care Ltd
North Grimsby
Arbroath DD11 1NU

Inspected by: Margaret Hughes
(Care Commission Officer)

Type of inspection: Announced

Inspection completed on: 21 March 2007

Service Number

CS2005095483

Service name

Gowrie Care - North Grimsby

Service address

Gowrie Care Ltd
North Grimsby
Arbroath DD11 1NU

Provider Number

SP2003000083

Provider Name

Gowrie Care Ltd

Inspected By

Margaret Hughes
Care Commission Officer

Inspection Type

Announced

Inspection Completed

21 March 2007

Period since last inspection

This is the first inspection of this service since registration.

Local Office Address

Compass House, 11 Riverside Drive, Dundee, DD1
4NY

Introduction

North Grimsby is a service provided by Gowrie Care Ltd to provide a housing support service to adults who are homeless or at risk of being homeless for a period of 6-12 months. It was registered with the Care Commission in 2005 and this is the first inspection of the service since registration. The service offers one direct access flat and 15 supported accommodation flats from accommodation near the centre of Arbroath.

Basis of Report

Before the visit:

- the service returned a Pre-Inspection documentation containing information about the service
- the Care Commission Officer arranged the date of the inspection in advance with the manager of the service.

During the visit which took place on 21 March 2007 the Care Commission Officer:

- spoke with the manager and five staff
- held an informal group discussion with five service users

The Care Commission Officer also looked at a range of policies, procedures and records including the following:

- individual support plans
- policies, procedures and risk assessments

The Care Commission Officer took all of the above into account and reported on whether the service was meeting the following National Care Standards - Housing Support Service

- Standard 2: Your Legal Rights
- Standard 3: Management and Staffing Arrangements
- Standard 4: Housing Support Planning
- Standard 6: Choice and Communication

Action taken on requirements in last Inspection Report

This is the first inspection of this service since registration in 2005

Comments on Self-Evaluation

Fully completed Pre-Inspection and Self Evaluation documents were received from the service.

View of Service Users

Five service users were spoke to directly as part of the inspection process. Overall they were happy with the service provided. Comments included:

'Its good to have someone outwith the family to talk to'

'I am becoming more independent'

'Its good having someone keep an eye on you when your unwell or down'

'I got help with forms'

'I didn't like writing down information about myself but I understand why I had to do it'

View of Carers

Regulations / Principles

Regulation :

Strengths

Areas for Development

National Care Standards

National Care Standard Number 2: Housing Support Services - Your Legal Rights

Strengths

A written agreement setting out the terms and conditions for receiving the service was being produced at a corporate level. This was available in draft form at the time of the inspection.

Support plans were seen to be detailed and agreed by service user and provider; at the time of the inspection this formed the basis of the written agreement for the support service to be provided.

Care Commission inspection reports were clearly displayed and accessible to service users. These were also discussed at tenants meetings.

Areas for Development

The service should continue to develop and implement the written agreement seen in draft during the inspection.

National Care Standard Number 3: Housing Support Services - Management and Staffing Arrangements

Strengths

A comprehensive range of corporate policies and procedures were available to staff to inform the operations of the service; staff confirmed that these were accessible to them at all times and a system was in place to monitor staffs ongoing knowledge and understanding of the policies. .

The service was committed to ongoing staff training. Training opportunities had been divided in to categories including mandatory training core training and service specific training. Staff stated that there were opportunities to work towards recognised SVQ qualifications ad several staff had training in progress.

Systems were in place to ensure good practice guidance was followed this included access

to a reflective forum via the intranet and in house opportunities.

Areas for Development

Systems were in place to monitor staffs knowledge and understanding of policies and procedures. Examination of this system showed that there was a poor response to staff familiarising themselves with some documents. It would be good practice to review the system to further enhance staffs familiarity with relevant documentation.

The manager and staff had identified the need to develop service specific good practice guidance following an evaluation of the first years operations. The Care Commission would support such development.

An audit of the services safer recruitment policies and procedures was carried out by the Care Commission prior to this inspection date resulting in recommendations highlighted in this report. The provider has completed an action plan to address these three recommendations. The provider's planned action will be audited and reported upon by the Care Commission after 1 April 2007. See recommendations 1, 2 and 3 at the end of this report.

National Care Standard Number 4: Housing Support Services - Housing Support Planning

Strengths

Personal planning documentation was in place for each service user. These were held in service users flats and reflected service users individual circumstances and needs. The manager was able to give a good example of support given to a service user who's first language was not English.

Service users spoken to as part of the inspection process confirmed that they had an allocated keyworker and timetable of support; however they stated that the timetable was flexible to meet their needs and was under constant review. They stated that staff were easily accessible and kept them informed of any planned changes.

Areas for Development

Personal plans listed next of kin for service users; it would be good practice to agree, and document with service users, in what circumstances their next of kin were to be contacted.

Prior to a review being undertaken a 'pre-catch up agenda' is discussed during which service users may identify who they wish to attend their review. Consideration could be given to further developing this to include a formal process for identifying who the service user wishes to attend their review.

National Care Standard Number 6: Housing Support Services - Choice and Communication

Strengths

A service user guide was available to each service user which outlined choices and ground rules for the service. Service users spoken to confirmed that these documents were given to them at the time of admission as part of their introductory pack.

Documentation accompanying support plans contained information agreed with the service user to be shared with support staff.

Systems were in place that enabled service users to make decisions about operational issues of the support service. Staff and service users shared examples of how their views had influenced decisions.

Areas for Development

There were no areas for development identified for this standard.

Enforcement

There has been no enforcement action in respect of this service since registration in 2005.

Other Information

None.

Requirements

None.

Recommendations

From the safer recruitment audit:

Recommendation 1

1. It is recommended that the service develop a system whereby Enhanced Disclosure Scotland Checks can be accurately referenced against each individual employee.

Recommendation 2

2. Disclosure Scotland guidance on the retention and destruction of checks should be implemented and incorporated into the providers Recruitment and Selection policy

Recommendation 3

3. A written procedure should be developed to evidence the evaluation and decision making processes when assessing unsatisfactory Enhanced Disclosure Scotland checks.

Margaret Hughes

Care Commission Officer