

**Service Co-ordination Service**

**Service name**

Service Co-ordination Service

**Service address**

189a West Main Street

Broxburn EH52 5LH

**Type of care service**

Housing Support Service

**Provider name**

Service Co-ordination Service

**Service number**

CS2005100509

**Date of inspection**

4 May 2006

**Type of inspection**

Announced

**Care Commission Office**

Stuart House Eskmills Musselburgh  
EH21 7PB

**Period since last inspection**

**Introduction**

The Service Co-ordination Service was registered by the Care Commission in March 2005. The service is registered as a Housing Support Service and provides housing support to service users in their own home. One of the services aims is to provide information, support and representation .

The Housing Support Service operates from Strathbrock Partnership Service in Broxburn. The service initially assesses the needs of its clients. This may be done in their own home, or the client may be seen in hospital prior to discharge. The service aims to provide a tenancy support service on an interim basis to service users with mental health and alcohol problems.

**Basis of Report**

This announced inspection was carried out by Trish Crane (Care Commission Officer) over the period between 4th May 19th June 2006.

The report is based on;

A pre inspection meeting on the 4th May with the manager to discuss the inspection process.

Further discussion with the manager at Strathbrock Partnership Service on the 19th June.

Consideration of the content of Pre-Inspection material completed by the manager prior to the inspection.

Consideration of the content of 4 staff questionnaires and informal discussion with 3 staff members.

Consideration of feedback given by 4 service users in their own home and the content of 4 service user questionnaire and 2 representative questionnaire .

Examination of selected records and documentation, including:

- Support Plans and Agreements
- 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 for Housing Support Services:

Housing Support Standard 2: Your Legal Rights

Housing Support Standard 3. Management and Staffing

Housing Support Standard 4. Housing Support Planning

Housing Support Standard 6: Choice and Communication

The inspection also took account of The Regulation of Care (Requirements as to Care Services) (Scotland) Regulations 2002 and Scottish Statutory Instrument 114 (SSI 114).

### **Action taken on requirements in last Inspection Reports**

This is the first inspection for this service.

### **Comment on Self-Evaluation**

The self-evaluation form is to assist the provider of a service to judge the quality of their service against the National Care Standards being inspected. The acting manager of this service completed and returned this form on behalf of the service and the contents were used as further basis for discussion, to inform the inspection. The electronic Annual Return was not completed.

### **View of Service Users**

The officer met with 4 service users over the course of the inspection who were willing to share their views of the service. All indicated that they wished their support worker to be present at this meeting and were satisfied with the service. Although the provider explained that information about the Care Commission has been given to service users two service users said they did not know how to make a complaint to the Care Commission or how to be involved in reviews.

Comments included:

The support has made a real difference to my life

I am a much happier person now knowing that the help I need is there

**View of Carers**

The 2 representative were satisfied with the service and knew how to raise a complaint.

## **Regulations / Principles**

### **National Care Standards**

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

##### **Strengths**

A Tenancy and Home Support Service leaflet provides information which defines the service that will be provided.

The Care and Support Plan outlines the service that will be provided including the number of support hours.

A Carenap assessment is completed for all Service users and a copy was sent to service users which were invited to sign the assessment or make any comments or suggestions.

Information is given to service users on how to make a complaint or comment to the housing support provider about the service which includes contacting the Care Commission.

##### **Areas for Development**

The written agreement does not include details about changing or ending the agreement.

This is the first inspection for the service but the manager explained the report will be available to all stakeholders.

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

##### **Strengths**

The service has a training strategy and aims to have all staff within the Service Co ordination team trained to Scottish Vocational Qualification level 3 or equivalent, within a two year time scale.

A selection of policies and procedures were in place including risk and profiling risk. Staff indicated in questionnaires that they had access to these policies and procedures.

All staff completing the questionnaires indicated they received regular supervision and staff indicated that they felt well supported in their role.

All staff completing questionnaires indicated they received induction before working with service users. The induction programme last 2 weeks.

Staff indicated that they were familiar with the Scottish Social Services code of conduct.

A protocol exists for handling client cash which included recording of any financial transactions.

### **Areas for Development**

The organisation does not employ a system to record in staff personnel files that the applicant's skills, experience and qualifications have been checked.

The organisation, in line with their policies and procedures, does not consistently carry out all relevant checks on employees who transfer from a temporary to permanent post within the organisation.

The provider does not have a system to recheck Enhanced Disclosure Scotland Checks in accordance with current best practice outlined in the National Care Standards and in the SSSC code of practice for Employers.

The manager identified that all staff will complete a Personal Development Plan.

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

### **Strengths**

Service users were offered a copy of their Care and Support plans.

Recording systems and feedback from the manager suggests regular reviews take place and incorporate all relevant professionals and individuals.

A key worker system is in place which allows service users to discuss their support plan.

Feedback from service users indicates that they knew how to contact the housing support service provider if the housing support worker does not appear when expected.

### **Areas for Development**

The personal plan does not include what service users prefer to be called.

The personal plan does not provide details of when, and in what circumstances, friends, relatives and carers will be contacted.

The housing support plan does not include how to change the personal plan for either planned or unplanned events, or how to end your housing support service.

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

#### **Strengths**

Service users were part of: Care and Support Planning, reviews and basic Carenap and housing support assessments.

#### **Areas for Development**

Service users are not provided with information regarding an independent advocate.

The manager identified the need for service users to be more involved in the Risk Assessment process.

## Enforcement

### Other Information

The officer observed a staff member placing medication in a plastic cup in the afternoon for the client to take in the evening. The provider did not identify this aspect of the service during the registration process. This has implications for the correct registration of the service and will be addressed under separate correspondence.

The officer collated the results from 6 service support evaluation questionnaires which were developed by the service. 4 out of 6 service users felt the service was good or very good; 1 felt it was poor and 1 felt it was average. 6 service users were asked what level of involvement they felt in identifying and agreeing their support plan. 2 service users felt it was poor and 3 felt it was very good and 1 felt it was good. The manager suggested that the service users had possibly misunderstood the questions.

### Requirements

The organisation must employ a system to record in staff personnel files that the applicant's skills, experience and qualifications have been checked. SSSC Codes of Practice – Employer, SSI 2002/114 Regulation 9 (2) (a) Records.

The organisation must develop a recording system to record that the employer has checked professional registers. SSSC Codes of Practice -1.2, SSI 2002/114 Regulation 9 (2) (c) Fitness of Employees & Regulation 19 (2) (d) Check criminal records & relevant registers.

### Recommendations

1. It is recommended that the written agreement includes details about changing or ending the agreement.

The National Care Standards – Housing Support Services – Standard 2

Your legal rights.

2. It is recommended that the organisation, in line with their policies and procedures, consistently carry out all relevant checks on employees who transfer from a temporary to permanent post within the organisation. National Care Standards, SSSC – Employer.

3. It is recommended that the provider develops a system to recheck Enhanced Disclosure Scotland Checks in accordance with current best practice outlined in the National Care Standards and in the SSSC code of practice for Employers.

The National Care Standards Housing Support Services Standard 3 (5)

Management and staffing arrangements.

4. It is recommended that the personal plan includes what service users prefer to be called.

5. It is recommended that the personal plan provides details of when, and in what circumstances, friends, relatives and carers will be contacted.

The National Care Standards Housing Support Services Standard 4 (2)

Housing Support Planning.

6. It is recommended that the housing support plan includes how to change the personal plan for either planned or unplanned events, or how to end the housing support service.

The National Care Standards Housing Support Services Standard 4 (3)

Housing Support Planning.

7. It is recommended that service users are provided with information regarding an independent advocate.

The National Care Standards Housing Support Services Standard 6 (1)

Choice and Communication.

**Trish Crane**  
**Care Commission Officer**