

Dundee City Council - Sheltered Housing Warden's Service Housing Support Service

West District Housing Office
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Telephone: 01382 307357

Type of inspection: Announced (short notice)
Inspection completed on: 23 November 2017

Service provided by:
Dundee City Council

Service provider number:
SP2003004034

Care service number:
CS2006118106

About the service

Dundee City Council - Sheltered Housing Warden's Service is registered to provide a housing support service to tenants of Dundee City Council. The key feature of the service is warden led assistance with each flat having an emergency alarm. The service meets the needs of tenants who are aged 60 or over. The service also provides very sheltered housing to meet the needs of frail older people who require additional support to live in their own homes. The service is available to approximately 2000 tenants in 36 sheltered housing complexes.

What people told us

Thirty-three tenants who use the service were spoken with during the inspection and the views expressed were very positive about the service. Here are some of the things people said:-

- We are well looked after (by our warden).
- There's always lots of social activities: bingo, chipper tea, beauty therapy, dominoes, trips out, or just dropping into the centre for a cuppa.
- They call me every morning to make sure I'm okay.
- I have a community alarm pendant for if I fall. I used it last week and the warden's came very quickly indeed.
- They are good if I need some advice on something and if they don't know an answer they can signpost me to someone who can help me. My fence was down - they have got it fixed.
- We always get a newsletter and are invited to tenants meetings.
- It feels as though I am part of a lovely wee community.
- Best thing I ever did.
- 20 out of 10!
- I needed a new cooker but had little money - they put me in touch with people who gave grants for a new cooker.

Self assessment

A self assessment was not required to be completed at this inspection; however the service spoke about their goals and aspirations for the forthcoming year. The management team had identified some of the strengths and areas that they wanted to develop and will be developing an improvement plan over the next few months.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of staffing	not assessed
Quality of management and leadership	5 - Very Good

What the service does well

The service had a very good level of care and support for its customers and management of its resources. We were impressed with the consistently good feedback, the real promotion of community and the quality of the wardens. Here are some examples of the strengths:-

- Clear and up-to-date support plans and support planning which was regularly and proportionately reviewed.
- Very good consultation, participation and information dissemination for tenants. Including engagement meetings, focus groups, tenants meetings and newsletters.
- Many examples of good signposting to other services and resources by wardens.
- Very good promotion of a community spirit within complexes with lots of social activities and events on offer.
- Very good relationships promoted between wardens and tenants who gave very positive feedback on quality and feeling safe and secure.
- Wardens were well-trained and despite some staff shortages were managing to continue to provide a high quality service.
- Very good management of the service including supports for staff such as supervision, team meetings, engagement meetings and visibility of management out in the complexes.
- Very good work to maintain and develop the service in a difficult fiscal environment. Including forward planning. Including volunteer recruitment, activities development, training for staff, promotion of digital skills, enhanced use of complexes by tenants.

Overall this was found to be a very good service which is why a grade of 5 - Very Good - has been given on this occasion for both management and care and support. This service got very high praise from all the tenants spoken with which shows they provide a high quality service. The wardens themselves should be applauded for their continued hard work and dedication.

What the service could do better

In order to improve tenants access to their right to complain, it is recommended that the Care Inspectorate's contact details (phone number) be included in newsletters sent out to all tenants which already include a list of useful numbers. See recommendation 1.

In order to prepare staff for their registration with the SSSC (Scottish Social Services Council) it is recommended that the service begin to prioritise wardens for the appropriate qualifications (such as SVQs) that they will need. See recommendation 2.

Note: The inspector was enthusiastic about the service beginning to allow tenants access to their complexes out of warden assisted hours and felt the service should continue to actively promote this.

Note: Some discussion was held with the manager of the service around use of improvement projects whereby a service could identify areas for improvement and set up a project to address them. We signposted her to some work being done in the Care Inspectorate around physical activity and had some information sent out to her.

<http://hub.careinspectorate.com/improvement/care-about-physical-activity/>

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. It is recommended that the Care Inspectorate's contact details (phone number) be included in newsletters sent out to all tenants.

See National Care Standards 7, Housing Support Services - Exercising Your Rights.

2. In order to prepare staff for their registration with the SSSC (Scottish Social Services Council) it is recommended that the service begin to prioritise wardens for the appropriate qualifications (such as SVQs) that they will need.

See National Care Standards 3, Housing Support Services - Management and Staffing Arrangements. You experience good quality housing support. This is provided by management and staff whose professional training and expertise allow them to meet your needs.

Complaints

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

Inspection and grading history

Date	Type	Gradings
11 Dec 2015	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
5 Mar 2015	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
21 Feb 2014	Announced (short notice)	Care and support 3 - Adequate Environment Not assessed Staffing 3 - Adequate Management and leadership 2 - Weak
30 Jan 2013	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 3 - Adequate Management and leadership 4 - Good
17 Jun 2011	Unannounced	Care and support 3 - Adequate Environment Not assessed Staffing 3 - Adequate Management and leadership 3 - Adequate
7 May 2010	Announced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 3 - Adequate

Date	Type	Gradings	
4 Jun 2009	Announced	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

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