

Bridgewater Housing Association Ltd

Housing Support Unit

Housing Support Service

1st Floor
Bridgewater Shopping Centre
Erskine
PA8 7AA

Telephone: 0141 812 2237

Type of inspection: Unannounced
Inspection completed on: 11 October 2017

Service provided by:
Bridgewater Housing Association Ltd

Service provider number:
SP2004004449

Care service number:
CS2003054032

About the service

Bridgewater Housing Association is a registered social landlord and registered charity based in the centre of Erskine. It owns and manages sheltered housing facilities throughout the area. There is on site support from housing support staff seven days per week.

The role of housing support staff is described as providing person centred support and encouragement for tenants in carrying out their usual daily activities and to involve family and carers in planning the support that service users require.

The service includes in its aims to "provide high quality housing with support for tenants who need it" and also to "ensure that services are delivered in a friendly, non institutional and supportive manner".

The Association is run by a voluntary management committee comprising tenants, owner occupiers and other stakeholders.

At the time of this inspection there were 108 people living in the sheltered housing accommodation. On average people could receive up to four hours of support each week.

What people told us

We visited nine people using the service and met with a group of tenants at an activity in one of the community houses. People spoke positively about the service they were receiving and were complementary about the staff team. Further positive feedback was provided in the 22 care standard questionnaires returned to the Care Inspectorate.

Comments included:

"We have been made welcome at social events and trips etc.".

"I feel comfortable requesting any assistance from staff if needed".

"Found the initial welcome pack for new tenants a very nice touch in the form of a hamper full of goodies".

"The service I receive is second to none".

"I feel staff do a fantastic job given the cut backs in the level of staff over the past few years".

"Staff are always on hand if I need any help along to social events within and outwith the complex".

"I have recently moved into my sheltered house and I am pleased with the care I receive. I find all the staff very friendly and approachable".

"The staff are very kind and considerate and do their jobs well".

"Bridgewater Housing Association is very supportive and deals with problems quickly and efficiently and is very supportive of the community".

"I have found it to be a very helpful and inclusive community which works well to help its clients and works hard to combat loneliness".

"Any day trips we have are well organised by carers/wardens, without them it just wouldn't be able to happen".

Self assessment

We did not ask the provider to submit a self assessment document prior to this inspection visit.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of staffing	6 - Excellent
Quality of management and leadership	not assessed

What the service does well

Bridgewater Housing Association sheltered accommodation tenants receive excellent, flexible support that helps them to achieve positive outcomes.

It was evident that staff had developed effective, trusting working relationships with people being supported. Staff were described as inclusive, skilled and good at promoting independence. We heard examples of ways people thought staff "went the extra mile".

Staff we spoke with indicated that the training they received equipped them with the skills and knowledge required to do their job well. The team were undertaking additional dementia training in line with the Promoting Excellence in Dementia framework. This ensured that staff practice was underpinned by contemporary approaches.

A strength of the service was the emphasis on participation. For example, a tenants social group made decisions about the range and type of social events held. Staff and tenants collaborate successfully to explore ways of raising funds to help to subsidise these. Outings and activities were described as well planned and helped to reduce social isolation and promote wellbeing.

There was good evidence of continuous service developments informed by feedback from tenants and staff. For instance, a service improvement plan, created in consultation with tenants and staff helped to prioritise and plan developments. Tenants were also able to be involved in the housing support services sub committee. The sub committee oversees the management and development of the service including performance monitoring and compliance. This demonstrated that people's views were sought, valued and helped to inform the direction of the service.

Staff retention was good, contributed to continuity and meant people were being supported by staff who knew them well. Regular care reviews meant that support needs were being continuously assessed and were well understood.

People told us that staff provide practical support and any questions were answered quickly. One person commented "Any complaints we have about anything, they do their best to take the hassle out of it for us".

The service effectively used a range of quality assurance approaches to help identify service strengths and respond to areas where people thought the service could improve.

The newsletter was an excellent way of ensuring that people were kept up to date with any activities, service developments and improvements.

What the service could do better

We talked to the registered manager about other person centred ways of recording important information about people being supported.

Whilst the service was good at ensuring people had a range of information about the service, some people indicated that they did not know about the service's complaints procedure. Some also indicated that they did not know that they could make a complaint to the Care Inspectorate. We discussed this with the registered manager at feedback.

It was good that the role of the housing support assistant was highlighted in the autumn newsletter. This will provide clarity for some tenants who told us that they were unsure about what they could request from the service.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

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
6 Nov 2015	Unannounced	Care and support Environment Staffing
		6 - Excellent Not assessed 5 - Very good

Date	Type	Gradings	
		Management and leadership	6 - Excellent
30 Oct 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good
5 Jul 2011	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 5 - Very good Not assessed
27 Aug 2008	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 4 - Good 4 - Good

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