

Inspection report

Neighbourhood Networks in Scotland Ltd Housing Support Unit Housing Support Service

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Inspected by: Gerry Tonner
(Care Commission officer)

Type of inspection: Announced

Inspection completed on: 21 October 2010

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Service provided by:

Neighbourhood Networks in Scotland Ltd

Service provider number:

SP2004005422

Care service number:

CS2003053949

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Easy read summary of this inspection report

There is a six point grading scale. Each of the Quality Themes we inspected, is graded using the following scale:

We can choose from six grades:



We gave the service these grades

Quality of Care and Support		Very Good
Quality of Staffing		N/A
Quality of Management and Leadership		N/A

This inspection report and grades are our assessment of the quality of how the service is performing in the areas we examined during this inspection.

Grades for this care service may change after this inspection due to other regulatory activity; for example, if we have to take enforcement action to improve the service, or if we investigate and agree with a complaint someone makes about the service.

What the service does well

The service has secured funding for greater involvement with members.

Members continue to be involved in several ways with the ongoing development of the service.

There are plans for a European exchange with a number of the current members.

What the service could do better

The service should continue to monitor the quality of information recorded in respect of each member's needs.

The organisation's and the Care Commission's complaints procedures should be promoted to members and their relatives.

What the service has done since the last inspection

The service has worked hard at involving members with the production of a code of conduct used for all members when attending events and meetings.

The new system for assessing and recording risks has been implemented.

Conclusion

The organisation continues to work hand in hand with members with the development and improvement of the service.

Comments received from members, relatives and care managers were very positive about the quality of support offered by the organisation.

Who did this inspection

Lead Care Commission Officer

Gerry Tonner

Other Care Commission Officers

N/A

Lay Assessor

N/A

Please read all of this report so that you can understand the full findings of this inspection.

About the Care Commission

We were set up in April 2002 to regulate and improve care services in Scotland.

Regulation involves:

- registering new services
- inspecting services
- investigating complaints
- taking enforcement action, when necessary, to improve care services.

We regulate around 15,000 services each year. Many are childminders, children's daycare services such as nurseries, and care home services. We regulate many other kinds of services, ranging from nurse agencies to independent healthcare such as hospices and private hospitals.

We regulate services for the very young right through to those for the very old. Our work can, therefore, affect the lives of most people in Scotland.

All our work is about improving the quality of care services.

We produce thousands of inspection reports every year; all are published on our website: www.carecommission.com. Reports include any complaints we investigate and improvements that we ask services to make.

The "Care services" area of our website also:

- allows you to search for information, such as reports, about the services we regulate
- has information for the people and organisations who provide care services
- has guidance on looking for and using care services in Scotland.

You can also get in touch with us if you would like more detailed information.

About the National Care Standards

The National Care Standards (NCS) set out the standards that people who use care services in Scotland should expect. The aim is to make sure that you receive the same high quality of service no matter where you live.

Different types of service have different National Care Standards. When we inspect a care service we take into account the National Care Standards that the service should provide.

The Scottish Government publishes copies of the National Care Standards online at: www.scotland.gov.uk

You can get printed copies free from:

Booksource
50 Cambuslang Road
Cambuslang Investment Park
Glasgow
G32 8NB
Tel: 0845 370 0067
Fax: 0845 370 0068
Email: scottishgovernment@booksource.net

What is inspection?

Our inspectors, known as Care Commission Officers (CCOs), check care services regularly to make sure that they are meeting the needs of the people in their care.

One of the ways we check on services is to carry out inspections. We may turn up without telling the service's staff in advance. This is so we can see how good the care is on a normal day. We inspect some types of services more often than others.

When we inspect a service, typically we:

- talk to people who use the service, their carers and families, staff and managers
- talk to individuals and groups
- have a good look around and check what quality of care is being provided
- look at the activities happening on the day
- examine things like records and files, if we need to
- find out if people get choices, such as food, choosing a key worker and controlling their own spending money.

We also use lay assessors during some inspections. These are volunteers who have used care services or have helped to care for someone who has used care services.

We write out an inspection report after gathering the information. The report describes how things are and whether anything needs to change.

Our work must reflect the following laws and guidelines:

- the Regulation of Care (Scotland) Act 2001
- regulations made under this Act
- the National Care Standards, which set out standards of care that people should be able to expect to receive from a care service.

This means that when we register or inspect a service we make sure it meets the requirements of the 2001 Act. We also take into account the National Care Standards that apply to it.

If we find a service is not meeting these standards, the 2001 Act gives us powers that require the service to improve.

Recommendations, requirements and complaints

If we are concerned about some aspect of a service, or think it could do more to improve its service, we may make a requirement or recommendation.

- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service but where failure to do so will not directly result in enforcement.
- A requirement is a statement which sets out what is required of a care service to comply with the Act and Regulations or Orders made under the Act, or a condition of registration. Where there are breaches of the Regulations, Orders or conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Care Commission.

Complaints: We have a complaints procedure for dealing with any complaint about a registered care service (or about us). Anyone can raise a concern with us - people using the service, their family and friends, carers and staff.

We investigate all complaints. Depending on how complex it is, a complaint may be:

- upheld - where we agree there is a problem to be resolved
- not upheld - where we don't find a problem
- partially upheld - where we agree with some elements of the complaint but not all of them.

How we decided what to inspect

Why we have different levels of inspection

We target our inspections. This means we spend less time with services we are satisfied are working hard to provide consistently high standards of care. We call these low-intensity inspections. Services where there is more concern receive more intense inspections. We call these medium or high intensity inspections.

How we decide the level of inspection

When planning an inspection, our inspectors, or Care Commission Officers (CCOs) carefully assess how intensively each service needs to be inspected. They do this by considering issues such as:

- complaints
- changes to how the service provides care
- any notifications the service has given us, such as the absence of a manager
- what action the service has taken in response to requirements we have made.

The CCO will also consider how the service responded to situations and issues: for example how it deals with complaints, or notifies us about incidents such as the death of someone using the service.

Our inspections take account of:

- areas of care that we are particularly interested in (these are called Inspection Focus Areas)
- the National Care Standards that the service should be providing
- recommendations and requirements that we made in earlier inspections
- any complaints and other regulatory activity, such as enforcement actions we have taken to improve the service.

What is grading?

We grade each service under Quality Themes which for most services are:

- **Quality of Care and Support:** how the service meets the needs of each individual in its care
- **Quality of Environment:** the environment within the service (for example, is the service clean, is it set out well, is it easy to access by people who use wheelchairs?);
- **Quality of Staffing:** the quality of the care staff, including their qualifications and training
- **Quality of Management and Leadership:** how the service is managed and how it develops to meet the needs of the people it cares for
- **Quality of Information:** this is how the service looks after information and manages record keeping safely.

Each of the Quality Themes has a number of Quality Statements in it, which we grade.

We grade each heading as follows:

6	5	4	3	2	1
excellent	very good	good	adequate	weak	unsatisfactory

We do not give one overall grade.

How grading works.

Services assess themselves using guidance that we given them. Our inspectors take this into account when they inspect and grade the service. We have the final say on grading.

The Quality Themes for this service type are explained in section 2 The Inspection.

About the service we inspected

Neighbourhood Networks is a housing support service. Neighbourhood Networks facilitates local networks of mutual support for vulnerable adults across Scotland (there are currently 11 networks). The approach of Neighbourhood Networks is based upon the importance of enabling mutual support amongst network members, and the renewal of neighbourhoods and their wider community.

The service is facilitated by community living workers and managed by four network managers.

Based on the findings of this inspection this service has been awarded the following grades:

Quality of Care and Support	5 - Very Good
Quality of Staffing	N/A
Quality of Management and Leadership	N/A

This inspection report and grades are our assessment of the quality of how the service is performing in the areas we examined during this inspection.

Grades for this care service may change after this inspection due to other regulatory activity; for example, if we have to take enforcement action to improve the service, or if we investigate and agree with a complaint someone makes about the service.

You can use the "Care services" area of our website (www.carecommission.com) to find the most up-to-date grades for this service.

How we inspected this service

What level of inspection did we make this service

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

What activities did we undertake during the inspection

From October 2010 the Care Commission has temporarily introduced an additional, less intense inspection approach for services which have previously reached a good level of performance. This service qualified for this reduced inspection approach and was therefore inspected only against the Quality Theme Care and Support at this inspection.

The following activities were undertaken to gain evidence to support the grades awarded; -

- * Review of 20 returned Care Commission questionnaires issued to members
- * Review of 17 returned Care Commission questionnaires issued to staff
- * Telephone interviews with 3 relatives of members
- * Telephone interviews with 3 social workers
- * Briefly speaking with 6 members
- * Attending the Improvement Council meeting
- * Checking records including 3 support plans and associated records including risk assessments, incident records and communications with care manager post event
- * Interview with the manager, director, team support assistant, 2 network managers, 2 community living workers, finance manager and team support manager
- * Reading the autumn newsletter and minutes from meetings with network members
- * Checking the amended recruitment policy and code of conduct issued to members.

Feedback was given to the manager and director at the end of the inspection by the Care Commission officer (CCO). The findings and grades awarded were agreed.

Inspection Focus Areas (IFAs)

Each year we identify an area, or areas, we want to focus on during our inspections. We still inspect all the normal areas of a care service; these are extra checks we make for a specific reason.

For 2010/11 we will focus on:

- Quality assurance for care at home and combined care at home and housing support services.

You can find out more about these from our website www.carecommission.com.

Fire safety issues

The Care Commission no longer reports on matters of fire safety as part of its regulatory function. Where significant fire safety issues become apparent, we will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Care service providers can find more information about their legal responsibilities in this area at: www.infoscotland.com/firelaw

Actions Taken on Recommendations Outstanding

There were two recommendations made at the previous inspection; -

1. Risk assessments should be reviewed as per the frequency indicated. If they are linked to the support review this should be detailed and should also be re-visited after any significant changes. This is to adhere to National Care Standards Housing Support Services, Standard 3: Management and Staffing Arrangements.

This recommendation has been met.

2. Policies and procedures should be amended to reflect the latest guidance from Disclosure Scotland in relation to the retention of Enhanced Disclosures. The recruitment policy should also reflect what checks would be carried out with professional registers and or SSSC. This is to adhere to National Care Standards Housing Support Services, Standard 3: Management and Staffing Arrangements.

The policy and procedure has now been amended and this recommendation has been met.

The annual return

We use annual returns (ARs) to:

- make sure we have up-to-date, accurate information about care services; and
- decide how we will inspect services.

By law every registered care service must send us an annual return and provide us with the information we have requested. The relevant law is the Regulation of Care (Scotland) Act 2001, Section 25(1). These forms must be returned to us between 6 January and 15 February.

Annual Return Received

Yes.

Comments on Self Assessment

This was completed to a satisfactory standard and members had been involved with the completion of this.

Taking the views of people using the care service into account

These are reflected throughout the Quality Theme.

Taking carers' views into account

These are reflected throughout the Quality Theme.

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 5 - Very Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

Service Strengths

Based upon evidence gained from interviews, documents and records the service was assessed as having an excellent performance in this Quality Statement.

Within the Members' Involvement Plans 2010 - 2013 it states "Ethos - we strongly believe that members who use our service should be active participants in the way the organisation is run. This is achieved in many ways; - active participation in the board, newsletter, complaints officers and staff recruitment." See comments below which support that practices reflect the ethos of the organisation.

A number of positive comments were received from network members and three relatives who were interviewed by the CCO; -

"I enjoy being part of Neighbourhood Networks."

"We meet up and talk about how we can make things better for members."

"They gain more independence, freedom and mix with others around the same age. We are absolutely delighted with the support."

"I am happy with the time allocated for support by the community living worker."

"By going out to dominoes he has developed friendships. He has also become more independent when using public transport."

"He is encouraged to have a say. He enjoys going out to members' meetings."

There was also a number of positive comments from professionals interviewed; -

"In our area there are 6 networks and these are all at capacity. We are looking at how we can increase these without additional funding. They are cost effective and the outcomes are really good for the people who use the networks."

"They encourage people who use the supports to be involved in a meaningful way."

"The network manager meets with me on a quarterly basis. We go over what is happening in the network and discuss if there are any specific issues."

"We would like another network as the current one has been very successful due to the network manager and another worker. This is a sign of how successful the supports have been."

"The community living worker is part of the local community and taps into local resources."

There continues to be a range of meetings held with members and key people. Minutes were available to reflect the content of meetings including Improvement Council meetings. The minutes of the last meeting in September 2010 revealed that there were a range of topics discussed; - risk research project, Europe Exchange, Neighbourhood Networks health conference, Citizen Leadership, Health Workshop.

The officer attended an Improvement Council meeting which was attended by a number of members. It was noted that they participated and readily shared their ideas and views. The service in partnership with members and relatives is currently considering the best ways for selecting who goes on the European Exchange.

There are currently four members who are part of the Neighbourhood Networks Board.

The Newsletter group is made up of a number of members and identified staff. An excellent range of topics was covered in the autumn 2010 newsletter.

13 of the 20 Care Commission questionnaires completed by members indicated that they strongly agreed with the statement "Overall, I am happy with the quality of care and support this service gives me." Six questionnaires indicated that they agreed with the statement and one indicated that they didn't know.

Areas for Improvement

Continue with the above.

Grade awarded for this statement

6 - Excellent

Number of Requirements

0

Number of Recommendations

0

Statement 3

We ensure that service user's health and wellbeing needs are met.

Service Strengths

Based upon evidence gained from interviews, documents and records the service was assessed as having a good performance in this Quality Statement.

Through sampling three support plans there was evidence that individual members' needs and preferences are recorded. One of the support plans sampled had a robust system of linking assessments with detailed risk assessment and management plan.

The staff appraisal system uses feedback from members to assess staff performance.

A Code of Conduct has been designed for all members to sign up to. This details expectations in relation to behaviours and the importance of respecting others at meetings and events including the Annual General Meeting.

Accidents and incidents are recorded and the system encourages re-visiting risk assessments to ensure that they are still relevant. Through tracking an incident recorded there was evidence that staff communicated issues and concerns with the individual member's care manager post incident.

Support planning questionnaires are used. This is used to gain information on how the support plan will be recorded, and to check if the individual knows about the complaints procedure. This is also used to gain permission for the sharing of information with key people such as professionals.

The questionnaire is also used to check that the health needs of members are being met or if there have been changes with these.

There is a Health Fayre planned by the organisation and members in January 2011.

Areas for Improvement

There was evidence that the service discusses the complaints procedure with members. However, some comments received from completed Care Commission questionnaires and telephone interviews indicated that two members and two relatives were either unaware of the organisation's complaints procedure or that complaints could be raised with the Care Commission. A recommendation shall be made for the service to promote their complaints procedure and the Care Commission's complaint procedure. (See Recommendation 1)

The service is currently investigating an alternative computerised system for storing essential records.

It is acknowledged that some areas of recording could be improved and that there are plans by management to ensure progress is made in this area.

Grade awarded for this statement

4 - Good

Number of Requirements

0

Number of Recommendations

1

Recommendations

1.

The service should continue to promote their complaints procedure and ensure that members and relatives are aware of the Care Commission's complaints procedure.

This is to adhere to National Care Standards Housing Support Services, Standard 3: Management and Staffing Arrangements.

Other Information

Complaints

A complaint investigation was completed since the previous inspection. The complaint was partially upheld. Details in relation to the complaint can be found at the Care Commission's website: www.carecommission.com

The four requirements made from the complaint investigation were found to have been met at the inspection.

Enforcements

We have taken no enforcement action against this care service since the last inspection.

Additional Information

N/A

Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in the Care Commission re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).

Summary of Grades

Quality of Care and Support - 5 - Very Good	
Statement 1	6 - Excellent
Statement 3	4 - Good
Quality of Staffing - Not Assessed	
Quality of Management and Leadership - Not Assessed	

Inspection and Grading History

Date	Type	Gradings	
17 Feb 2010	Announced	Care and support	5 - Very Good
		Staffing	5 - Very Good
		Management and Leadership	<i>Not Assessed</i>
25 Mar 2009	Announced	Care and support	5 - Very Good
		Staffing	5 - Very Good
		Management and Leadership	5 - Very Good

Terms we use in our report and what they mean

Action Plan - When we inspect a service, or investigate a complaint and the inspection report highlights an area for improvement; either through recommendations or requirements, the action plan sets out the actions the service will take in response.

Best practice statements/guidelines - This describes practices that have been shown to work best and to be achievable in specific areas of care. They are intended to guide practice and promote a consistent and cohesive approach to care.

Care Service - A service that provides care and is registered with us.

Complaints - We have a complaints procedure for dealing with any complaint about a registered care service or about us. Anyone can raise a concern with us - people using the service, their family and friends, carers and staff.

We investigate all complaints which can have more than one outcome. Depending on how complex the complaint is, the outcomes can be:

- upheld - where we agree there is a problem to be resolved
- not upheld - where we don't find a problem
- partially upheld - where we agree with some elements of the complaint but not all of them.

Enforcement - To protect people who use care services, the Regulation of Care (Scotland) Act 2001 gives the Care Commission powers to enforce the law. This means we can vary or impose new conditions of registration, which may restrict how a service operates. We can also serve an improvement notice on a service provider to make them improve their service within a set timescale. If they do not make these improvements we could issue a cancellation notice and cancel their registration.

Disclosure Scotland- Disclosure Scotland provides an accurate and responsive disclosure service to enhance security, public safety and protect the vulnerable in society. There are three types or levels of disclosure (i.e. criminal record check) available from Disclosure Scotland; basic, standard and enhanced. An enhanced check is required for people whose work regularly involves caring for, training, supervising or being in sole charge of children or adults at risk; or to register for child minding, day care and to act as foster parents or carers.

Participation - This describes processes that allow individuals and groups to develop and agree programmes, policy and procedures.

Personal Plan - This is a plan of how support and care will be provided. The plan is agreed between the person using the service (or their representative, or both of them) and the service provider. It is sometimes called a care plan mostly by local authorities or health boards when they commission care for people.

How you can use this report

Our inspection reports give care services detailed information about what they are doing well and not so well. We want them to use our reports to improve the services they provide if they need to.

Care services should share our inspection reports with the people who use their service, their families and carers. They can do this in many ways, for example by discussing with them what they plan to do next or by making sure our report is easily available.

People who use care services, their relatives and carers

We encourage you to read this report and hope that you find the information helpful when making a decision on whether or not to use the care service we have inspected. If you, or a family member or friend, are already using a care service, it is important that you know we have inspected that service and what we found. You may find it helpful to read previous inspection reports about his service.

The Care Commission

We use the information we gather from all our inspections to report to Scottish Ministers on how well Scotland's care services are performing. This information helps us to influence important changes they may make about how care services are provided.

Reader Information

This inspection report is published by the Care Commission. It is for use by the general public. You can get more copies of this report and others by downloading it from our website www.carecommission.com or by telephoning 0845 603 0890.

Translations and alternative formats

This publication is available in other formats and other languages on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

هذه بایتسد ىم وونابز رگىد روا رولکش رگىد رپ شرازگ تعاشا هى

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

یرخأ تاغل بو تاقيسنتب بلطلا دن ع رفاوتم روشنملا اذه.

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.

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Improving care in Scotland