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Awards Category: Category 1: Living The Codes

Awards Entry Number: C10038

Name of project, service, individual entering or nomination,
: POLHA Sheltered Housing Service Team

1. Overview

Please provide a short introduction to the person, project or service. Briefly mention any aims and objectives if you think they are relevant. You must clearly outline how it relates to the [category](#) you are entering. You should answer any questions we have asked in the [introduction](#) for this award category.: Port of Leith (POLHA) has three sheltered developments with a total of 105 flats for people aged 60 and over for independent living but with a registered housing support service. There are communal facilities and a wide range of social activities for people to join in. Our aim is to support older people to live rich and fulfilled lives in a safe and welcoming environment with support staff to deliver excellent customer service, which is paramount in all we do. As a registered housing support service with the Care Inspectorate and with some staff registered with the SSSC, living by the SSSC codes is an integral part of what we do. In our recent inspection, we maintained our 'excellent' grade 6 for the quality of Care and Support. To embed the revised Codes of Practice 2016 and to help ensure tenants know what to expect from us, the entire sheltered team worked to create a purpose statement "Our Promise" for tenants to demonstrate that we are living the values of the SSSC and the National Care Standards (NCS) and showing we hold ourselves accountable. The team also worked to create a team charter to demonstrate their commitment to each other.

2. What did you do?

Please describe the work carried out and explain how it meets the [criteria](#) we have asked for in the '[what we are looking for](#)' section for this award. Highlight any practice which was distinctive, innovative or creative and include details of on-going work still in progress.: When the revised codes were published, we recognised that there was an opportunity to involve the team (the manager, 3 coordinators, 3 cleaners) working together to produce a team charter. We wanted something that would reflect all the principles of the Codes and that would function as a reminder of how we should approach our role, aligning our actions and behaviours with this charter. We held a number of team sessions prior to the new codes being introduced, to define roles and professional boundaries. By doing this and earlier session work, it meant the team were in a good place to work a bit deeper into their own values and beliefs and how that influences how they carry out their tasks and how they function as a team. Values that are at the core of the work our team carries out are reflected in the SSSC codes of practice, both for myself as a manager (Codes of Practice for Employers) and for the team (Codes of Practice for Workers) - it was extremely important that the charter encompassed the revised Codes. Staff worked in sub groups discussing each member's interpretation and understanding of the Codes, what they meant to individuals, to the team and the service. This gave the basis of how the charter should look and what the charter should contain. Further sessions were held to select words that reflected staff's values, behaviours and best practice. There was a huge commitment and real passion was demonstrated amongst staff to ensure wording and phrases were correct. It was important that the charter was a creative, positive and true document and not a list of rules that staff should follow. Once we had all the valuable words, we worked on appropriate headings to reflect the category statements: Care and Support, Quality, Our Team, Openness and Honesty. Below each

category we agreed five value statements which 100% reflect the team's actions and behaviours, along with SSSC codes and NCS.

Just as the team charter reflects staff's values and beliefs in the role they do, we also wanted to make tenants and all other stakeholders aware of our commitment to excellent service delivery. We wanted a statement that could be displayed in a public area that we could stand by and be held accountable for. We created:

Our Promise:

Our Sheltered Housing Team are committed, experienced and professionally trained to support our tenants to lead rich, fulfilled and independent lives, promoting engagement and inclusion

Our team are person centred in their approach to ensure a holistic service is delivered to all our tenants, capturing and delivering on their individual needs. We strive to provide a clean and welcoming environment for our tenants and those visiting our developments

Our tenants have the freedom and are supported to make informed choices about their lives.

Their views, wishes and dreams are encouraged, respected and valued by our staff team.

As a Sheltered Housing team, we are driven to be recognised as leaders in our field.

3. What did you achieve

Please describe and provide evidence of how the work has made a positive impact to the lives of those you have helped to support. Evidence can include research, practice, wisdom, service data or lived experience. Aim to reflect the criteria in the [‘what we are looking for’](#) section where possible.:

We developed the Purpose Statement above and a team Charter which we live by and use for guidance in our daily work and in our own lives. We have strengthened our team by working together creatively to produce these valuable documents.

We have shared the SSSC codes with our tenants along with Our Promise and NCS for Housing Support to give clarity on the standard of service they can expect from all the members of the Sheltered Team.

We now have a team charter giving staff clarity of the shared standards, behaviours, values we expect them to demonstrate. We encourage openness and honesty, welcome feedback for personal development and respect each other, making it easy to call each other out if the charter is not adhered to. The impact on the service is reflected in the following extracts from the Care Inspectorate report January 2017 .The service is excellent at supporting people which enables people to make individual choices and reach their potential. People have the opportunity to socialise by joining one of the many groups or activities. There are many and varied opportunities for people to socialise. They have had open days for people interested in the support service, summer and Christmas fairs and information technology workshops.

The tenants at one sheltered housing scheme had their own committee for organising and funding social activities and fundraising for local charities. They are excellent at communicating with people and involving them in the organisation. In response to a previous tenant survey, they acted upon the outcome by increasing the number of activities offered. The tenants also decided to change the after-hours support arrangements. They have close links with the local community. The service had teamed up with other local development projects. To celebrate their 40th, they teamed up with other local development projects and produced a 'Leith' tea set, published a booklet, put on a play about local memories and produced a short film.

The tenants have individual support plans that the service reviews every six months. This ensures people have their needs met and are supported in the best way possible. The service discussed any changes to the support plan with the tenant before they amend the review plan and ask the tenant to sign it.

The scheme coordinators had a good rapport with the tenants and all tenants had very positive comments about all staff. Coordinators spoke about tenants in a respectful, sensitive and dignified way. Sheltered housing staff respected people's privacy and promoted independence.

People spoke very highly of the staff that supported them and all the respondents said the staff treated them with respect. "All staff at St Nicholas Court and PoLHA are very friendly, helpful, kind and considerate and we are very proud of the manner in which we are treated, First Class service by all concerned".

At Jameson Court one tenant said "I've got security, peace of mind, you feel safe". Other tenants enthused about the service saying there were lots of things to do.

4. Why should you receive an award?

Please summarise the reasons you feel this person, project or issue deserves an award in no more than 100 words.: By making the revised SSSC codes and values real and meaningful to our staff and tenants, this has encouraged staff to take ownership of their own behaviour and deliver on the promises they made. Staff embraced the new learning and development, they continually seek feedback for service improvement. Change is embraced as a positive.

All sheltered staff have demonstrated passion, strength and determination to get it right on these pieces of work - the value it has brought to the team is remarkable. We would love the chance to share our team charter with you on film, what a great opportunity.

