

Care Standards for housing support services

These care standards are for housing support services. Housing support is when people get help to live in the community. Sometimes people need housing support for a short time, like when they come out of prison. Others, like older people in sheltered housing, need support for a long time.

Some people need housing support 24 hours a day. Other people may only need 1 or 2 hours of housing support a week.

The Scottish Government says that all housing support services must meet 9 standards. A standard is a rule.

The standards will make sure that you get a good service and are treated fairly and with respect.

The standards are based on the rights that you have.

- Dignity** - you are treated with kindness and respect
- Privacy** - you can do things in private and have time alone
- Choice** - you can make choices (with support if you need it)
- Safety** - you are safe and protected from harm
- Realise your potential** – you can make the most of your life
- Equality and diversity** – you are treated fairly.

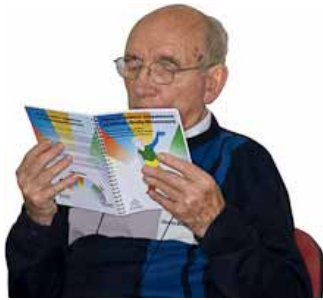
When the Care Commission visits housing support services to see how good they are, it will look at how well the service meets these standards.

If you want to talk to us about these standards, you can call 0131 244 5387 or write to us at:

Care Standards and Sponsorship Branch
Community Care Division
Primary and Community Care Directorate
St Andrew's House
Regent Road
Edinburgh
EH1 3DG

Or you can send us an email
standardsandsponsorship@scotland.gsi.gov.uk

These standards are things that should happen when you are looking for a housing support service.



Standard 1 – Informing and deciding

You will get information about the housing support service and how much you will need to pay for it. This information is in a format that you can understand.



Standard 2 – Your legal rights

You will get a contract that says how much support you will get and how you can change the support or finish getting support. This information is in a format that you can understand.



Standard 3 – Management and staffing arrangements

You can be sure that everyone who works in the service has been trained to support you well. They know the best way to do things, and they know the things that the law says they have to do.



Standard 4 – Housing support planning

You will have a plan that says what you need support for, and how you want to live your life. This plan will be looked at every year to make sure that the things that are in it are still okay.

These standards are things that should happen when you use a service.



Standard 5 – Lifestyle

You can do things that are important to you because of your religion or where you come from.



Standard 6 – Choice and communication

You can choose the things that you get support to do. The support staff will be told what you want to do and how you want to do it.



Standard 7 – Exercising your rights

The people who work for the service treat you with respect and kindness. Your personal information is kept in a safe place. Support staff will not talk about you to other people. You know who to contact if you have any problems or questions.



Standard 8 – Expressing your views

It is easy for you to say what you think about the service you get. You know who to speak to if you are unhappy about anything. You know how to get in touch with the Care Commission to complain about the service you get.

This standard is what will happen when you leave a service.



Standard 9 – Ending the service

You can choose when you want to stop getting housing support. You can talk about it and make plans with your housing support service. If you want to get a service from another housing support organisation, you will get help to do this