

# Abbeyfield Strathaven & District Society Ltd

## Housing Support Service

Abbeyfield House  
1 - 3 Station Road  
Strathaven  
ML10 6BE

Telephone: 01357 522190

**Type of inspection:**

Unannounced

**Completed on:**

22 January 2020

**Service provided by:**

Abbeyfield Strathaven & District Society  
Ltd

**Service provider number:**

SP2004005750

**Service no:**

CS2004066246

## About the service

Abbeyfield Strathaven and District Society Ltd is registered to provide a combined service (Care at Home and Housing Support) to 10 individuals who live in the Abbeyfield sheltered housing complex in Strathaven.

The sheltered housing complex is situated in a quiet area of Strathaven, with easy access to local amenities and shops, along with good links to public transport. Space within the service is divided into 10 single occupancy bedrooms, all of which have en-suite toilet and wash basin facilities: some also have en-suite showers. There are well-appointed communal bathing/showering facilities throughout the service. There is a large combined lounge and dining area, which is well used by those who live there. The service has a large kitchen area and laundry room, where individuals can access to independently complete household tasks. The service is surrounded by a small, well-appointed garden.

The service states its aims as:

"Provide a safe, secure and stimulating place to live for elderly adults. To promote and maintain a high standard of care within a homely environment which respects the privacy, dignity, and individuality of residents. To develop the independence and self-reliance of residents, enabling them to play a full and valued role in their community. To work towards giving residents a voice in the running of the home, and to provide the opportunity for residents to make informed choices and decisions regarding issues which affect them. To respond positively to the needs and aspirations of elderly adults/residents and their families in providing a quality service. To meet the national care standards which are set by the Care Inspectorate. To provide a consistent and regular service".

## What people told us

As part of the inspection, we spoke to ten people who use the service during lunch who made the following comments:-

"We are very well looked after, staff are great, we have no complaints".

"I read a lot, perfectly happy".

As part of the inspection we received two Care Inspectorate Questionnaires, both of which indicated that they strongly agreed that they were happy with the care and support they received.

" I would like to say how friendly and caring all members of staff have been since my coming to Abbeyfield . I definitely regard it as home".

## Self assessment

### From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of staffing	4 - Good
Quality of management and leadership	not assessed

## What the service does well

For this inspection, we reviewed the quality of care and support provided and found the standard to be very good.

We saw that people were treated with compassion, dignity and respect. It was clear that people who use the service were comfortable and confident in the staff. We observed positive interactions between staff and people who use the service and it was clear that people trusted the staff.

We looked at the regular residents, meetings which took place and it was clear that people had a proactive voice, on how the service was run and managed and were able to express their points of view.

We observed one person playing the piano and people taking part in a sing-song which people clearly enjoyed.

We found that people took part in activities in the local community on a regular basis and it was clear that people made those decision for themselves. e.g. attending the local club at the local church to meet friends and support each other.

We found that each person had a care plan which was written in consultation with them, some of the information was person centred i.e. written in the first person and some was not.

We thought the care plan could be better if it used the first person and detailed why certain activities were important to people and what they got out of it .

It was good to see that people were able to remain active, retain their skills and maintain their independence by doing routine daily living tasks, as one person was busy tidying there room and we observed one person doing there laundry.

We observed a volunteer supported tea afternoon and it was clearly enjoyed by those who attended.

We found that care plans were reviewed at least every six months to comply with legislation.

We found that people had regular access to health care professionals. e.g. G.P. Occupational Therapy.

For this inspection, we reviewed the quality of staffing, and found the standard to be good.

We found that staff had access to relevant training to enable them to do their job.

However, we did think that staff would benefit further from more specialised training and it was good to see that the service was planning to invest in an online training system, which will give staff access to specialist knowledge.

We found that staff received regular supervision and appraisal and regular staff meetings took place.

All staff were registered with the Scottish Social Services Council ( SSSC ) or other professional body and had an SVQ 2 equivalent or above.

It was good to see that staff had a Personal Development Plan ( PDP ) and it was recognised that this was important to maintain staffs registration with SSSC, however, this should be fully developed to ensure that the PDP is effective going forward.

We found that service had safe recruitment practices in line with best practice to keep people safe.

## What the service could do better

We found that care plans could be better if they were written from the person perspective i.e. in the first person and included information, on why certain activities were important to people. e.g. reading the newspaper, going to the club at the local church.

It was good to see that the service had a policy of the month, however, we did not see any evidence that any check was being made to confirm staffs understanding.

It was good to see workbooks in place for specific training e.g. Adult Support and Protection ( ASP ), however, we did not see any evidence that this had been checked to confirm that staff fully understood there responsibilities under this legislation.

We would like to see competency checks in place to confirm staffs understanding of policies and training undertaken.

It was good to see that the service was planning to introduce an on-line training programme which included, a reflective account. We look forward to seeing how this is rolled forward at the next inspection.

We thought that the system of supervision and appraisal could have been better and we suggested that this includes details of what staff have learned from any training and examples of how they have put what they have learned into practice.

We thought the structure of the care plan could be improved by putting administrative documents to the back and moving care plan information to the front.

We also thought it would be useful if there was a photograph of the person in the care plan.

We signposted the service to the SSSC Continuous Learning Framework, Talking Points Outcome focussed approach , Promoting Excellence, dementia training, Care Inspectorate ( CI ) Continence guidance and CI and NHS websites for information and guidance

## 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](http://www.careinspectorate.com).

## What the service has done to meet any requirements we made at or since the last inspection

### Previous requirements

There are no outstanding requirements.

## What the service has done to meet any recommendations we made at or since the last inspection

### Previous recommendations

#### Recommendation 1

The service provider should enhance the quality of information documented within support plans. This should include, but not be limited to, specific outcomes linked to individuals preferences. Interventions to achieve outcomes should be person-centred and detail specific actions required.

This is to ensure care and support is consistent with the Health and Social care Standards which state: 'My personal plan (sometimes referred to as a care plan) is right for me, because it sets out how my needs will be met, as well as my wishes and choices' (HSCS 1.15).

**This recommendation was made on 19 February 2019.**

#### Action taken on previous recommendation

Whilst we thought that there was still some work to be done on care plans, we were satisfied that sufficient progress has been made to address this recommendation and we have recorded our suggestions as an area for improvement.

This recommendation has been met.

#### Recommendation 2

The service provider should enhance its safer recruitment processes to include, but not limited to, appropriate pre-employment checks and references.

This is to ensure care and support is consistent with the Health and Social Care Standards which state: 'I am confident that people who support and care for me have been appropriately and safely recruited' (HSCS 4.24).

**This recommendation was made on 19 February 2019.**

#### Action taken on previous recommendation

We are satisfied that the recruitment process complies with best practice to keep people safe.

This recommendation has been met.

## Recommendation 3

The service provider should ensure it has a mechanism for effective oversight of staffs professional registration. That staff gain registration in a timeous manner, and maintain registration linked to their governing bodies codes of practice.

This is to ensure care and support is consistent with the Health and Social Care Standards which state: 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14).

**This recommendation was made on 19 February 2019.**

### Action taken on previous recommendation

We found that all staff are registered with the appropriate professional bodies.

This recommendation has been met.

## Recommendation 4

The service provider should enhance its process of quality assurance, ensuring audits completed measure in both a quantitative and qualitative way. Findings from quality assurance processes should underpin a service development plan which details specific remedial actions.

This is to ensure care and support is consistent with the Health and Social Care Standards which state: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

**This recommendation was made on 19 February 2019.**

### Action taken on previous recommendation

We are satisfied that the service has robust quality assurance systems in place to monitor the services performance and identify improvements.

This recommendation has been met.

## Inspection and grading history

Date	Type	Gradings
21 Jan 2019	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 4 - Good Management and leadership 5 - Very good
30 Mar 2018	Unannounced	Care and support 6 - Excellent

Date	Type	Gradings	
		Environment Staffing Management and leadership	Not assessed Not assessed 6 - Excellent
18 Feb 2016	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good
27 Mar 2015	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 4 - Good
10 Mar 2014	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 3 - Adequate 3 - Adequate
14 Mar 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 4 - Good
20 Oct 2009	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 4 - Good

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