

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 June 2023

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 14 older people within a sheltered housing complex in Strathaven.

The service is situated in a quiet residential area of Strathaven, South Lanarkshire and is within walking distance to local shops, amenities and public transport links.

The building is divided into 14 single occupancy, self-contained apartments.

There are communal bathing facilities, a laundry, as well as a communal lounge and dining room for people to use.

Parking is available on the street at the front or within a large public car park to the rear of the building. There are well maintained, mature gardens with seated areas for residents and visitors to use.

About the inspection

This was an unannounced inspection which took place on 21 and 22 June 2023 between the hours of 09.30 and 16.00hrs.

The inspection was carried out by two inspectors from the Care Inspectorate.

To prepare for the inspection we reviewed information about this service.

This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with nine people using the service and two of their family.
- spoke with seven staff which included members of the management team.
- observed practice and daily life.
- reviewed documents.

Key messages

- People spoke positively about the staff and the care and support they received.
- People benefit from a small, consistent management and staff team.
- Accommodation is provided within self-contained apartments which helps promote and maintain independent living.
- There were opportunities to attend activities, socialise and go out to the local community to help people feel included and remain socially engaged.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	5 - Very Good
How good is our leadership?	5 - Very Good
How good is our staff team?	5 - Very Good
How well is our care and support planned?	5 - Very Good

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

Abbeyfield House is registered to provide both housing support and care at home. Staff had recently started providing a care at home service to some of the existing residents within the house with plans to extend this into the wider community over time.

Staff were trained and competent in providing help with personal care and medication for those who needed this extra support. This enabled people to remain safely in their own home living independently for longer.

People spoke highly of the care and support they received from staff and the positive impact it had made on the quality of their lives. Residents benefitted from independent living as well as having the security of knowing that there were staff available in case they had any issues or concerns. Afternoon tea, weekly exercise classes and regular entertainment was available providing a means for people to enjoy some physical and social interaction. Some of the comments we received were; "I feel safe and well supported here", and " Could not wish for anything better".

The service was welcoming, well maintained and clean and fresh throughout.

Accommodation comprised of 14 spacious apartment style rooms with en-suite and kitchen facilities. People were able to prepare light snacks and breakfast in their own rooms promoting choice and independence. All areas of the home were at ground level for ease of access for those with restricted mobility. There were well maintained gardens which people told us they enjoyed working in and using in the good weather. This encouraged exercise and helped people keep well while enjoying the fresh air.

Everyone had the choice to come together socially, twice daily and enjoy two nutritious home cooked meals with fellow residents. This helped reduce feelings of loneliness and isolation. The manager and staff were on hand to support mealtimes and ensure everyone was eating well. Any concerns were noted and, if needed were raised with external professionals to help maintain people's wellbeing.

Both residents and relatives were involved in developing the personal plans with staff and were regularly involved in updating and reviewing these.

Everyone we spoke to told us they were happy and felt involved and able to contribute to the running of the service. Monthly meetings were well attended and provided evidence that peoples' views and suggestions were listened and positively actioned.

How good is our leadership?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

We received positive feedback from people using the service, their families and the staff team. Together with our observations and assessments, this demonstrated that management provided strong, positive leadership that was focussed on achieving good outcomes for people.

There were a range of audits and quality assurance processes in place which contributed to the very good standards of practice we saw when we visited. Examples of these included audits of health and safety, personal plans and resident participation. The outcomes from the audits, included feedback from residents which was used to inform an improvement/ development plan. This demonstrated that the service had effective quality processes including good management oversight and used this to drive forward improvement.

There was a stable, committed management and staff team who were supported by an executive committee of volunteers. The committee met regularly with both residents and staff to discuss any changes and obtain people's views and suggestions. This provided effective ways of communicating with people about changes and improvements to the service. Those we spoke to told us they were pleased with recent improvements to the environment and garden and how much they had been involved in this. Results of a recent questionnaire provided clear action plans and outcomes based on people's feedback and suggestions. People we spoke to told us, "The management are very approachable and will take on board our views and wishes". This gave us assurances that people's views and opinions were sought and valued.

Information about the service was available on notice boards, within a newsletter as well as in a welcome pack provided to all new residents. This included copies of the services aims/objectives and the complaints procedure. People we spoke to told us they would have no concerns raising any issues with the manager. There were no complaints or concerns logged demonstrating that people were happy and had confidence in the management of the service.

The occurrence of accidents and incidents were low and where they had occurred, the records of these included assessments of what happened and planned actions to minimise the risk of a recurrence. This demonstrated there were effective systems in place to identify concerns, learn from these events and improve standards to keep people safe.

How good is our staff team?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

People could be confident that staff had been safely recruited and were registered with the appropriate regulatory body. This ensured that staff working in the service were safe and fit to practice. There was a stable, committed management and staff team, some of whom had worked in the service for many years. Staff told us it was a great place to work. Residents told us that staff were all lovely and very helpful.

The manager reviewed policies and procedures regularly with staff to ensure they were kept up to date with current guidance. There was a supervision policy and staff told us they received regular one to one meetings with the manager to discuss their future goals and achievements. Residents were also encouraged to provide their comments and feedback on staff practice which the manager used to inform staffs' supervision and appraisal.

A range of training was available using an online system and each month the manager identified specific training sessions for staff to complete. Some of these included dementia awareness, adult support and protection and Parkinson's disease. Following training staff completed a reflective account. The manager reviewed this and then met with staff to discuss and check their understanding and knowledge. This helped to identify staff who might need some additional training and guidance to support a competent workforce.

People residing in the service lived independently and required minimal support from staff. However, if needed staff were available during the day and overnight to provide advice and support. Two fresh, home cooked meals were prepared every day and a member of the care staff provided help with personal care and medication to some residents. This gave people confidence that help was readily available in the event of an emergency or change to their healthcare needs.

How well is our care and support planned?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

Each resident had a personal plan which was written in consultation with family and staff members. The plans were informative, up to date and contained very good information on the individual and how best to support them. Risk assessments were in place to avoid and reduce the risk of harm and were reviewed regularly to capture any changes. This ensured that staff had access to the most up to date information in order to support people safely depending on their needs and wishes.

Staff knew the people they supported well and we could see they were responsive to changes in their healthcare needs linking in with the district nurses and GP services where they had concerns.

People were living independently and were able to choose what they wanted to do each day, for example taking part in activities in the local community or meeting family and friends. This was recorded within the personal plans and staff supported people to remain as active as possible and maintain their skills and independence.

Each apartment also contained an up to date, detailed summary of people's health care needs, medication and wishes. This ensured the most relevant information was readily available to other healthcare professionals in the event of an emergency.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.1 People experience compassion, dignity and respect	5 - Very Good
1.2 People get the most out of life	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good
How good is our staff team?	5 - Very Good
3.2 Staff have the right knowledge, competence and development to care for and support people	5 - Very Good
How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

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