

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:

21 January 2019

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 service was previously registered with the Care Commission for Housing Support, transferring its registration to the Care Inspectorate on 1 April 2011. The service gained a Care at Home registration on 27 April 2018. This is the first inspection for the service as a combined service.

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 washbasin 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

We gained the views of those who use the service, and their relatives/friends through face-to-face discussions.

The feedback we received was as follows:

- "They [staff] go above and beyond the call"
- "It's just so good here"
- "The food is very good here"
- "The quality of meat has improved since they changed the butcher"
- "Always people here and you can always have a chat"
- "They [staff] go the extra mile when needed"
- "It's clean and comfortable"

Self assessment

We did not request a self assessment from services this year. We consider the service's own development plan as part of this inspection. Advice was given to the service during the inspection to support enhancement of its service development plan.

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	5 - Very Good

Quality of care and support

Findings from the inspection

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

People who experience care should feel confident they will be treated with compassion, dignity and respect. It was positive to hear from those who live in Abbeyfield about their experiences, and the compassion they had been shown. We were told: "Staff go above and beyond the call", "I have nothing but praise for the staff", and "They go the extra mile when needed.. over and above".

During this inspection we were invited to attend a 'Residents meeting'. We were impressed with the level of genuine partnership working demonstrated during this, with each individual being encouraged to participate; having their say about the running of the service. The level of participation the service encouraged extended beyond these meetings, and we saw evidence of individuals participating in staff interviews, providing feedback via questionnaires, care reviews and discussions with the manager.

All individuals who use care services should have a developed plan of care (support plan) which outlines how needs will be met, linked to choices and preferences. We saw the service had worked alongside people, and their relatives, to develop support plans, with each support plan clearly detailing areas where needs existed, linked to appropriate risk assessment. We did find some plans lacked specificity regarding person-centred interventions, and therefore would advise the service use their excellent communication skills to explore this with those who live in Abbeyfield, enhancing the information already documented (Recommendation 1).

Those who live in, and use the services of Abbeyfield benefited from a well developed programme of activities; both social (tea afternoons, outings, etc) and vocational (laundry and cleaning, etc). We were impressed to see how the service was using volunteers to enhance activity provision in a meaningful way, and observed a volunteer supported tea afternoon, which was enjoyed by those who attended.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

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).

Grade: 5 - very good

Quality of staffing

Findings from the inspection

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

Staff working within health and social care should be trained, competent, and adhere to professional and organisational codes of practice. We saw staff had regular appraisals and supervision completed with the service manager. These provided a good account of conversations had; setting and assessing standards of practice. Staff had clear objectives set, linked to current performance, with clearly identified plans of action to support development.

People using care should be confident the staff who support them have been appropriately recruited. To help support in this regard, the Care Inspectorate and Scottish Social Service Council have produced guidance for services to use to ensure processes are effective and safe (Safer Recruitment Through Better Recruitment). We reviewed staff recruitment files during this inspection, and found that although the service was working very well in some regards (involving those who use the service to interview), there were some areas where developments are required, namely ensuring appropriate employment references are obtained to assess suitability of candidates prior to commencing employment (Recommendation 1).

As of 2 October 2017, all staff working in services registered with the Care Inspectorate to provide 'Care at Home' and/or 'Housing Support' are required to register with the Scottish Social Service Council (SSSC). Staff starting after 2 October 2017 have six months to gain registration, whereas staff employed prior have until 2020. During this inspection we found not all staff were registered for each element of this combined service (Recommendation 2). We did discuss this with the manager during the inspection, and were impressed with the actions taken by them to rectify.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. 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).

2. 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).

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

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

People who use care services should be actively encouraged to be involved in improving the service, in the spirit of genuine partnership working. During this inspection we saw how the service involved those who live there to provide feedback on how well it was performing, and could see feedback given was incorporated into development/action plans.

We noted the manager had a very good presence within the service, and had developed meaningful relationships with all those who live there. It was positive to hear from those who live in Abbeyfield about the manager, being told: "[managers name] is great, nothing is a problem for her". This sentiment was echoed by staff, who told us: "Management are lovely, they do everything they can".

We reviewed the quality assurance processes used within the service, which are used to set and assess standards of practice, and underpin development of plans of action to address where remedial work is required. We found these were often input driven (i.e. was the correct document in place), and did not fully assess quality. We also reviewed the service development plan, which highlighted areas where improvements were required to enhance service delivery, and found some actions to achieve better outcomes lacked specificity (Recommendation 1).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. 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).

Grade: 5 - very good

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

There are no outstanding recommendations.

Complaints

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

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings
30 Mar 2018	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing Not assessed Management and leadership 6 - Excellent
18 Feb 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
27 Mar 2015	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
10 Mar 2014	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 3 - Adequate Management and leadership 3 - Adequate
14 Mar 2013	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
20 Oct 2009	Announced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good

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