

Abbeyfield Helensburgh Housing Support Service

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Helensburgh
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Telephone: 01436 674998

Type of inspection: Unannounced
Inspection completed on: 6 December 2016

Service provided by:
Abbeyfield Helensburgh Society

Service provider number:
SP2004006002

Care service number:
CS2004061600

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com

The service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate in April 2011.

Abbeyfield Helensburgh provides a housing support service to a maximum of ten people, each of whom have individual tenancies within a large detached house in a quiet residential area of Helensburgh. The accommodation for each person generally consists of one room with ensuite facilities; however, some of the tenancies have an additional room which is used as a lounge. Tenants have full use of the communal facilities which include a lounge, dining room, laundry and two small kitchens situated on the ground and first floor.

Affiliated to Abbeyfield Scotland, the service is a charity run by volunteers who are appointed as trustees. There is a manager, two support staff and two cooks who provide a service on the premises at designated times of the day.

The service is for older people who require a minimal amount of support. Some cleaning is provided as part of the service and meals are prepared daily by the cook.

Abbeyfield Helensburgh's stated aims are:

"to provide the very best of supported accommodation, at an affordable rate, for older people from Helensburgh and the wider community, so that they can live independently."

What people told us

Prior to the inspection we sent questionnaires to the manager to distribute to people who use the service. There are currently five tenants occupying apartments in Abbeyfield, and five completed questionnaires were returned to us. We spoke with all five tenants during the inspection, each of whom reiterated how happy they were with the support provided by the manager and staff at Abbeyfield.

Some of the comments included:

"the food is marvellous"

"it's stress free living"

"all the staff show such respect"

"I love living here".

Self assessment

We received a completed self-assessment from the manager. We were satisfied with the way the manager completed this and with the relevant information included for each heading that we grade services under.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of staffing	not assessed
Quality of management and leadership	6 - Excellent

What the service does well

Comprehensive written information detailing what the service offers is provided to people considering a tenancy at Abbeyfield Helensburgh. Potential tenants are invited to visit and spend time with existing tenants and staff to gain their views on the service, and the opportunity to access a four-week trial period in one of the apartments enables people to make an informed choice about whether the service is right for them.

The manager, staff and trustees work in partnership with tenants to ensure high quality support is provided, and tenants told us how much they value this collaborative approach. Personal support plans and risk assessments are completed for each person using the service, and tenants are fully involved in regularly reviewing their support needs.

Continuity of support and safeguarding tenants' well-being is a principal aim for the service, and robust systems have been developed to achieve this. For example; each person has a personalised emergency evacuation plan detailing what will happen in the event of a fire. Medical documents, emergency contact details and additional relevant information for each individual is held in their apartment, and is easily accessible if medical or emergency assistance is required when staff are not present.

Effective systems are in place to ensure tenants' nutritional needs are met and particular preferences catered for. The cook actively seeks people's views on menu options and quality of meals, and tenants are encouraged to participate in menu planning. We observed people having an enjoyable, relaxed dining experience at lunch, with staff on hand to offer assistance if needed.

A strong emphasis on inclusion and participation is evident within Abbeyfield Helensburgh, and excellent links with the local community have been established. A variety of local groups provide entertainment within the house at various times throughout the year, and many of the local residents volunteer and support the service with fundraising activities. Tenants are actively encouraged and supported to retain their independence; however, opportunities to participate in organised trips and events are also available.

The high quality of management identified at the last inspection has been maintained, and this was reflected in the views of tenants, staff and trustees, all of whom praised the improvements in the service since the current manager came into post. Additional quality assurance systems have been developed to monitor service performance, including the introduction of monthly tenants' meetings. Minutes are taken at each meeting to ensure people's views are recorded and any decisions made are followed up and acted upon. Staff training and development is ongoing, regular staff meetings take place, and staff we spoke with told us they felt well supported in their roles.

The excellent level of support currently provided at Abbeyfield Helensburgh enables older people to live as independently as possible within their local community, and the manager, staff and trustees remain motivated and committed to improving outcomes for tenants.

What the service could do better

We could see the service was working in partnership with tenants to review their support needs; however, when we looked at minutes of review meetings, it was not clear whether people's relatives, friends or any professionals involved in their support had attended the meeting. The manager should explore ways to record people's preferences regarding attendance at reviews to evidence that tenants have been consulted on this.

The service should continue to develop its plan to support staff that require to be registered with the SSSC once the register for workers in a Housing Support Service opens. We directed the manager to the SSSC website for further information about the registration process, requisite qualifications and timescales.

We discussed with the manager the need to provide up-to-date contact details for the Care Inspectorate and local safeguarding agencies in the service's complaints policy and in its adult protection policy. This is to ensure that all tenants and staff have the correct information available to them if they need to contact these organisations.

We provided the manager with a copy of the Care Inspectorate's guidance on notification reporting and discussed the requirement for notifications to be maintained.

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.

Inspection and grading history

Date	Type	Gradings
25 Mar 2014	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 6 - Excellent
25 Jan 2013	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
14 Jun 2011	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
24 Nov 2010	Announced	Care and support 2 - Weak Environment Not assessed Staffing 2 - Weak Management and leadership 2 - Weak
7 May 2010	Announced	Care and support 2 - Weak Environment Not assessed Staffing 2 - Weak Management and leadership 2 - Weak
25 Nov 2009	Announced	Care and support 2 - Weak Environment Not assessed Staffing 2 - Weak Management and leadership 2 - Weak
10 Sep 2008	Announced	Care and support 3 - Adequate Environment Not assessed Staffing 3 - Adequate Management and leadership 2 - Weak

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