

Abbeyfield Helensburgh Housing Support Service

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Type of inspection:
Unannounced

Completed on:
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Service provided by:
Abbeyfield Helensburgh Society

Service provider number:
SP2004006002

Service no:
CS2004061600

About the service

Abbeyfield Helensburgh is registered as a housing support service. The service is situated near Helensburgh town centre, is easily accessible via car or bus, and operates from a large house over two floors.

Abbeyfield Helensburgh is for people who can live independently with minimal support. People have their own tenancies; there were five people living in the service at the time of the inspection, the service can accommodate 11 tenants in eight rooms, three of which are suitable for couples. People have the use of bright, welcoming communal areas including a garden, lounge, kitchens, and dining room. Staff are available during daytime and people can access care and support from other organisations if their needs change.

The service is affiliated with Abbeyfield Scotland and is run as a charity by a committee of trustees. Stated aims of the service include, 'Providing older people with non-institutionalised supported housing in Helensburgh.' Apart from the manager, staff are not registered with a professional body such as the Scottish Social Services Council (SSSC). We are seeking advice on this matter and will work with the provider to achieve a suitable outcome in line with the service registration.

About the inspection

This was an unannounced inspection conducted on 14 and 15 June 2023 by two inspectors from the care inspectorate.

To prepare for the inspection we reviewed information about this service. This included previous inspection findings, information submitted by the service, and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with four people using the service, and one family member
- spoke with seven staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- People were fully involved in the running of the service. This meant people received individual support which enabled them to achieve personal outcomes.
- People benefited from good relationships with staff.
- Personal plans promoted independent living.
- Leaders were approachable and responsive.

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.

People living in the service were treated with respect and dignity. People participated in monthly resident meetings which meant they engaged in the running of the service. People were guided and supported in a way that suited them to achieve their goals and maintain independence. There is visible presence of the Chairperson of the committee and the house manager in the building. People and staff told us leaders were approachable and responsive. Staff, including volunteers, knew people well and this meant there was confidence in the support provided. We saw warm interactions between the staff and people, especially at mealtimes and during activities. This builds relationships, with staff able to fully understand people's needs. Issues or concerns, including health concerns, were escalated promptly. During inspection, we saw people were connected to the right service at the right time if they needed assistance with personal care tasks or changing health needs. This meant that any healthcare issues were identified quickly, and treatment commenced early.

People who live in Abbeyfield are independent, however, there are policies in place which allow for short term assistance with meals and medication. The manager or deputy conducts daily wellbeing checks. There is an alert system which provides a link to assistance when staff are not in the building. There is a contingency plan in place with a local care provider in the event of an issue with the building or staffing emergency. These measures mean people can have confidence their needs will be met in a timely fashion in any emergency or unexpected event.

The way people spend their time should be purposeful and promote feelings of wellbeing. We saw people engaging in group activities which they had been involved in choosing. There is an inviting communal lounge with large TV for cinema nights and social gatherings, with an easily accessible kitchen nearby for use by everyone in the building. People we spoke to told us that they had meaningful things to do and were encouraged and supported by staff to participate in activities in Abbeyfield and the local community. People told us, "I would recommend this place as I value my independence." Leaders ensured one person was able to continue to pursue musical interests through adaptation of their accommodation. Volunteers are available to assist with outings and activities if required, and there was good knowledge amongst the residents of what was going on in the local area. There was a feeling of being connected to Helensburgh through staff and volunteer engagement with people. This ensures people remain part of the local area and can join in social and cultural events reducing social isolation and encouraging meaningful relationships.

People made choices about how they spent their time and with whom they interacted. There were no restrictions placed on people's movements. This ensures respect for private and family life for people living in Abbeyfield. Everyone has their own access to the main building and their own flat with an intercom system allowing for visitors at any time. This means people are free to explore social opportunities and build and maintain meaningful relationships.

We saw people experience mealtimes which reflected their dietary needs and could be enjoyed in an unhurried and relaxed atmosphere. People told us, "The food is really good." Meals are included as part of the support offered by Abbeyfield Helensburgh. People are encouraged to eat meals in the dining room where there is a 'getting to know you' culture among people and staff. People participate in menu planning and menu choice which caters for individual preferences and specialist requirements. Menus are displayed in the dining area. Outwith mealtimes, people can make snacks and have access to drinks in their accommodation and communal areas. We felt confident that people's nutritional needs were met, and they enjoyed mealtime experiences.

How good is our leadership?

5 - Very Good

The service has major strengths in how it includes people and staff in informing ongoing development and improvement. We evaluated this key question as very good.

Staff one-to-one discussions included reflection on practice or to acknowledge success. Staff benefited from support and guidance in regard to their training and development with monthly training sessions organised by the manager. Quality assurance audits, up-to-date policies, staff and resident meetings, and a weekly operational report from the manager to the board of trustees contributed to a culture of responsiveness and teamwork. This meant that leaders had very good oversight of the service and were aware of what was working well and what was not.

People are encouraged to be involved in ongoing evaluation and operation of the service through informal conversation and formal meetings, although no formal feedback from people had been collated for some time. People told us they were confident about giving feedback and had meaningful opportunity through various forums to input into the running of the service. It was clear there were systems in place to monitor aspects of service delivery and staff had a clear understanding of their roles and responsibilities. This means people can be assured by the capacity of leaders to manage any aspect of the service associated with their role and responsibilities. They demonstrated a commitment to ensuring standards are maintained and improved the quality of people's lives.

Services are required to notify the Care Inspectorate of incidents, staffing issues, or other significant events in line with guidance document 'Records that all registered care services must keep and guidance on notification.' We discussed with leaders who agreed, prior to inspection, relevant notifications were not being made. There was acknowledgement of the requirement for Care Inspectorate notifications and leaders told us this would be addressed. People should have confidence that information is shared with the right organisations to ensure safe care and support.

How good is our staff team?

5 - Very Good

We evaluated how well the staff supported the wellbeing of people experiencing care and support, and concluded that the performance of the service in this area was very good. We identified that there were important strengths and few areas for improvement. People spoke highly of the staff, we were told, "The staff are very good." With the exception of the manager, Abbeyfield staff are not registered with a professional body such as the Scottish Social Services Council (SSSC); staff do not currently assist with care tasks such as personal care.

People should have confidence that the staff who support them are trained, competent and skilled. Newly appointed staff members received an induction programme which they told us had provided them with an overview of the service and essential training. We found that staff were knowledgeable about their role and had opportunities to undertake a range of relevant training. Staff told us that they felt that their training had equipped them well for their roles. We saw that the manager had created a clear structure for learning and staff development, maintaining safe practice and high standards of care.

As Abbeyfield Helensburgh offers minimal support to people who are independent; this is reflected in staff training and skills. This means people may require alternative accommodation should their needs change and they require more assistance. Leaders recognise the issue of changing needs and the impact of this on the required skills, knowledge, and experience of the staff. Should people's needs change, there should be a robust assessment and review process to ensure Abbeyfield Helensburgh provides a setting that is safe for people and meets their individual and changing needs. This means people receive support in an appropriate environment based on relevant evidence, best practice, and standards.

The service had robust recruitment procedures which means that people could have confidence that the staff who supported them were appropriately and safely recruited. We saw good examples where staff used their knowledge of the people they supported, as well as demonstrating their sensitivity and skills. We saw that one person was gently reminded to take medication; this was done in a discreet, respectful manner while maintaining privacy. Staff we spoke to told us that the staff team were mutually supportive. Staff said that they had confidence in the service's leadership. This means people experience support, which is safe, effective, and compassionate.

How well is our care and support planned?

5 - Very Good

We made an evaluation of very good for this key question. We found significant strengths in the service delivery and support provided, which supported positive outcomes for people.

As Abbeyfield Helensburgh does not assist with care tasks, this was reflected in people's personal plans which held information on tenancy agreements, general health, personal history, and preferences in areas such as activity and mealtimes. There were risk assessments in areas such as mobility. We found that personal plans guided staff to support people in a person centred way. This meant they were partners in their support. While personal plans were clear and detailed, there was no evidence of formal review. This was noted by leaders during inspection. Regular review of care and support contributes to ensuring that personal plans reflect changes in needs.

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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