

Abbeyfield Stewartry Society Ltd

Housing Support Service

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Type of inspection: Announced (short notice)
Inspection completed on: 9 March 2017

Service provided by:
Abbeyfield Stewartry Society Ltd

Service provider number:
SP2003002528

Care service number:
CS2003051796

About the service

Abbeyfield Stewartry Society is a not for profit organisation, administered by a Voluntary Executive Committee. It provides a housing support service to older people over the age of 60, who require very sheltered housing with minimal support, living in two houses located in the rural towns of Kirkcudbright and Castle Douglas in Dumfries and Galloway.

With the exception of breakfast meals are prepared by the House Assistants. People have facilities within their individual accommodation to prepare breakfast or light snacks if they wish. The communal areas are furnished to a high standard and the House Assistants ensured a high standard of cleanliness throughout the buildings. Both houses have a staff member on duty seven days a week and a 'sleep-in' member of staff during the night-time period.

An important part of the ethos of Abbeyfield services are the volunteers who come in and help support residents, amongst other things; to take part in activities, go places and attend appointments. The volunteers are referred to as 'friends,' within the service. Abbeyfield Stewartry has twelve 'friends,' who are generally retired people from the local community although they also have two school children gaining some experience volunteering within the services.

The statement of aims and objectives states that Abbeyfield aims to provide a high standard of care and to meet the individual needs of the residents in a secure home environment for as long as it is required and as long as it satisfies the residents' needs.

At the time of inspection the service was in the middle of registering a Support Service (Care at Home) which will allow them to offer additional support to people who require it; such as providing personal care and support with medication. The service will then have a combined registration of Care at Home and Housing Support.

What people told us

Between both services Abbeyfield Stewartry can support a maximum of 25 service users. We spoke with six people who receive a service within Castle Douglas and four people who receive a service Kirkcudbright. We were also able to speak with one relative and one friend on the phone and one friend and a relative in person during the inspection. We were also able to speak on the phone with three professionals who visit residents within the service. Everyone we spoke with spoke very highly about the quality of care which is provided by the service. Comments included;

"Being a resident our friends are very good to us."

"We are all very well fed and your rooms can be cleaned every week."

"The staff are always terribly nice."

"It's first class, it's a very individual service, they are very accommodating."

"The quality is high, its much nicer than a hotel."

"The friends are there to help us if for example we want to go to the dentist in Dumfries."

"The staff are very good at popping to see we are o.k."

"The staff make you feel at home."

"They try to have us do as much as we can for ourselves but there is someone there if we need it."

Self assessment

The Care Inspectorate received a fully completed self-assessment. The management team identified what they thought the service did well and gave some examples of improvements in x and y areas. There is room to improve the self-assessment by including more examples of outcomes for service users which highlight the strengths of the service. This was done well in some places but not consistently throughout the assessment.

It may help the management to further improve their self-assessment if they consider the advice within the booklets; "Meaningful and Measurable - Recording Outcomes in Support Planning and Review," and "Personal Outcomes - learning from the meaningful and measurable project," by Emma Miller and Karen Barrie of the Scottish Government's Joint Improvement Team.

From this inspection we graded this service as:

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

What the service does well

Residents told us that they felt respected. Everyone, including family members and external professionals said staff were; always polite, never moaned and always willing to help.

People told us they were listened to. Individuals are asked if they would like to take part in residents meetings, they have individual care plans, they are given questionnaires at least once a year and the Chair of the Trustees also meets with them annually to check their opinions of the service. People told us that if they ever did have complaints they would feel comfortable about telling staff or management.

People told us that they feel safe knowing there is a staff member available for emergencies 24 hours a day. Also having their meals provided (which everyone we asked spoke highly of) reduced the pressures some people felt prior to moving in.

The provider identified that being able to support residents with personal care, if their health deteriorated, was an unmet need within the service. The provider sought the views of everyone involved with the service and as a result of the feedback they have applied to be registered as a care at home provider. As a result people told us they were confident that their views would inform the way the service developed.

What the service could do better

We discussed with the manager that the provider should review their quality assurance policy to make it more exact. A quality assurance policy should include all the checks and balances that a provider has in place to ensure that the standard of service offered is high. In places the current policy is general and does not hold the service to account. For example do not use terms like "regular," state what the expected minimum frequency is. (See recommendation one)

We advised the management team that if they improved the way that data is stored, to give an overview across the service, this should help improve the services quality assurance processes.

For example care reviews should be taking place every six months as a minimum, a spread sheet could easily identify if all care reviews are up to date and highlight any which are outstanding. The same could be said for other meetings, supervisions, staff appraisals etc.

The management team should also ensure that they review the self-assessment which they send to the Care Inspectorate each year. It should be clear how the service has used feedback to improve outcomes for the people who use the service. It should also be clear how service users have influenced the grades that the management team score themselves within the self-assessment.

We also advised the management team to look at outcome focused care planning to help them develop the service. We advised them of some documents which would help this process.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The provider should be clear how it will monitor the quality of the service and quality assurance audits should use the quality assurance policy to hold the management team accountable.

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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
12 Mar 2015	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
17 Oct 2013	Announced (short notice)	Care and support 5 - Very good

Date	Type	Gradings	
		Environment Staffing Management and leadership	Not assessed 5 - Very good 5 - Very good
27 Oct 2011	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good Not assessed
12 Jan 2009	Announced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 4 - Good 5 - Very good

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