

Abbeyfield Stewartry Society Ltd

Housing Support Service

Bothwell House
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Castle Douglas
DG7 1EN

Telephone: 01556 502271

Type of inspection: Unannounced
Inspection completed on: 16 April 2018

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 previously provided a housing support service only to older people over the age of 60, who required 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 were prepared by the House Assistants.

Since the last inspection we received a registration application from Abbeyfield Stewartry Society Ltd to include a Care at Home service 'Abbeyfield Stewartry support and care' making this is a combined housing support and care at home service offering residents help and support to attend to their personal and healthcare needs as well.

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 and are generally retired people from the local community.

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.

During the inspection there was a total of 18 people receiving support from this service.

What people told us

During the inspection we received the views of 11 residents and four relatives.

Residents and relatives continued to be very happy with the quality of care and support they received from this service. They all continued to praise staff, commenting on their friendliness and kindness.

Everyone knew the manager, and felt confident in raising any difficulties which would be addressed.

They felt the food was good and there were varied menu choices (and alternatives when requested). Residents told us they were treated as individuals with dignity and respect and were encouraged to maintain and improve their independence.

Residents were very appreciative of the Abbeyfield's Friends system and the activities attended.

Some residents and relatives felt the houses could be short staffed (see what the service could do better).

We received the following comments:

"This service is such a find. I've nothing but praise for it"

"This service gives my relative continuity and contact"

"Living here has brought my relative back on form"

"It's brilliant"

"Staff are brilliant, they are family"

"My relative is getting the extra help they need and managing well as a result"

"The manager makes a point of phoning me daily when my relative is in hospital"

"My relative has relaxed and lost their anxiety as a result of the move."

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own improvement plan and quality assurance paperwork. These demonstrated their priorities for development and how they were monitoring of the quality of the provision within the service.

From this inspection we graded this service as:

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

What the service does well

Abbeyfield Stewartry Society continued to offer very good care and support to residents and their relatives. People using the service were encouraged and supported to participate in all aspects of their care. As a result of this people were accepted, valued, included, enabled and involved.

Residents and relatives were encouraged and supported to routinely express their views on all aspects of service delivery which was being satisfactorily addressed through the service's participation strategy.

Concerns and complaints were satisfactorily addressed through the service complaints procedures, which the manager agreed to review and evaluate as part of the home's quality assurance procedures (See recommendation 6, 'What the service could do better')

Residents moving in were given enough time and support to plan the move to the service. With support, encouragement and assistance to understand the service aims and objectives before deciding to move.

The manager had developed more outcomes focused plans which she was starting to use with new residents entering the service. They contained good information regarding residents' previous skills and abilities and interests. Setting out how their needs and wishes would be met including choices available.

Action plans were in place to encourage and support individuals to continue with various activities of enjoyment and look at how new experiences could be made.

Risks were discussed and identified with individuals and their families with plans in place which were routinely reviewed and evaluated.

Six monthly reviews were routinely taking place with more detailed records to include discussions held and actions agreed which the manager agreed to review and evaluate as part of the service Quality Assurance procedures. (See recommendation 6, 'What the service could do better')

People were confident that staff knew about their various health care, emotional and social needs and how they should be met. The manager and staff continued to work closely with various healthcare professionals to ensure routine reviews, checks and assessments were completed.

Service users and relatives continued to praise the manager and staff for their high standard of service delivery, approachability and values. Providing a service which was well led and managed.

Residents experienced staff speaking and listening to them courteously and respectfully, with care and support being the main focus of attention.

We observed staff offering; warmth, validation, acceptance, facilitation and at a relaxed pace when interacting with residents, relatives and each other.

In the new Care at Home service staff will wear tunics and identity badges. Current staff wore tabards and there was a photo board up at the entrance of both houses showing staff, trustees and friends to help residents and visitors identify who people were.

Infection control procedures were followed to a high standard. Staff were observed wearing protective clothing following legislation and best practice. The manager agreed to consider the use of plastic aprons when staff were preparing food.

All care staff were being supported to apply to be registered with the appropriate professional bodies such as; Nursing and Midwifery Council (NMC) or Scottish Social Services Council (SSSC). We advised the manager to continue to access the SSSC website for information and support throughout this process.

Staff were appropriately and safely recruited and inducted following best practice and legislation.

Staff continued to receive routine and updated training to ensure they remained skilled and competent on the work they carried out. The manager was in the process of reviewing medication training and associated records to ensure best practice was being followed by staff administering level C medication to those residents who will be supported through the care at home packages.

What the service could do better

Some residents and relatives felt the houses could be short staffed, particularly during emergencies. People were unaware of the new Care at Home service, and what it would mean in terms of service delivery. The manager agreed to discuss this with residents and relatives along with current staffing levels including roles and responsibilities when on shift.

Residents' personal monies were held separately in a communal cupboard for those wishing staff to oversee any petty cash and sundry items. We found that records did not clearly identify and record all money entering and leaving the envelopes clearly and concisely. This made it difficult to ascertain the overall remaining total in each envelope. See recommendation 1.

Although accidents were recorded and investigated, it was not always clear when incidents had occurred and how they were being reviewed and evaluated. See recommendation 2.

Care staff continued to undergo various stages of dementia training, however it was not clear which staff had completed which level of training appropriate to their role in accordance with the Promoting Excellence framework. See recommendation 3.

Protection of Vulnerable Groups (PVG) checks were not taking place three yearly following best practice. See recommendation 4.

Policies and procedures were in place for staff to follow and were routinely reviewed and evaluated. We found they did not always include reference to best practice and legislation. Staff were not all aware of the local Adult and Child Support and Protection multi- disciplinary guidelines which the manager agreed to review with all staff. See recommendation 5.

Previous recommendation 1 has been re-stated for completion as recommendation 6.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 6

1. The manager should ensure review of the process of storing all residents' money in a general safe within the homes. Residents should be encouraged to hold their own valuables within their lockable private areas within their rooms unless their individual circumstances means that they are unable to do so. All money and valuables should be added to a personal inventory which is routinely checked and audited.

Health and Social Care Standards, My support My life

3: I have confidence in the people who support and care for me
Responsive care and support

3.14 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.

2. The manager should ensure that all accidents and incidents are recorded investigated, reviewed and evaluated as part of the service quality assurance procedures.

Health and Social Care Standards, My support My life

3: I have confidence in the people who support and care for me
Wellbeing

3.20 I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities.

3. The manager should ensure that all staff undergo various levels of dementia training appropriate to their role in accordance with the Promoting Excellence framework.

Health and Social Care Standards, My support My life

4: I have confidence in the organisation providing my care and support
Wellbeing

4.27 I experience high quality care and support because people have the necessary information and resources.

4. The manager should ensure that PVG checks are taken three yearly in line with best practice.

4: I have confidence in the organisation providing my care and support
Wellbeing

4.27 I experience high quality care and support because people have the necessary information and resources.

5. The manager should ensure that policies and procedures include reference to relevant best practice and legislation. They should ensure staff are familiar with the local multi-disciplinary adult and child support and protection guidelines.

4: I have confidence in the organisation providing my care and support
Wellbeing

4.27 I experience high quality care and support because people have the necessary information and resources.

6. 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.

Health and Social Care Standards, My support My life

4: I have confidence in the organisation providing my care and support
Wellbeing

4.27 I experience high quality care and support because people have the necessary information and resources.

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
9 Mar 2017	Announced (short notice)	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed Not assessed 5 - Very good
12 Mar 2015	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed 5 - Very good 5 - Very good
17 Oct 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership
		5 - Very good 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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