

## Doocot View Very Sheltered Housing Support Service

St. Combs Court  
Banff  
AB45 1GD

Telephone: 01261 815946

Type of inspection: Unannounced  
Inspection completed on: 5 June 2017

**Service provided by:**  
Aberdeenshire Council

**Service provider number:**  
SP2003000029

**Care service number:**  
CS2009236900

## About the service

Doocot View is a purpose-built one storey very sheltered accommodation. The provider is Aberdeenshire Council. The service is registered to provide housing support, care at home and respite care for one person. The service is also registered to provide day care for up to ten people. At the time of this inspection there were 30 people using the service.

Doocot View is set in beautiful landscaped grounds located in the coastal town of Banff. The living accommodation and communal areas of the service are finished to a very good standard. All meals can be provided from the communal dining room and there is a laundry service on site. People have access to the community bus and the complex is close to local amenities including shops, churches and cafes.

People using the service refer to themselves as tenants.

The service stated it aimed to:

"Provide an individual plan of support and care to people living in their own tenancies within a very sheltered housing tenancy".

## What people told us

We sent 20 Care Standards Questionnaires to the manager to randomly distribute to people who live in the service and people who attend the day care service. We received 11 completed questionnaires back. During our inspection we spoke with 12 people who use the service and with three relatives. We also gained views from tenant care reviews and from minutes of meetings held. We used the comments we received to inform this inspection, for example:

"I am happy with the service"

"grateful to the wonderful staff"

"This is a wonderful service for the elderly" (day care)

"New things going on all the time that you can try".

We concluded that people use the service are very satisfied with the service provision.

We sent 10 Care Standards Questionnaires to the manager to randomly distribute to staff. We received 10 completed questionnaires back. We spoke with eight staff and three members of the management team, during our inspection. We used the comments we received to inform this inspection, for example:

"We are provided with a lot of great training"

"I love my job. The staff and the tenants work together"

"Tenants feel more valued, as do staff members"

"Very supportive manager".

We concluded that staff employed in the service are very happy working in the service.

## Self assessment

A self-assessment was not required to be completed for this inspection. However, the service had a detailed development plan in place and demonstrated a commitment to the ongoing improvement of the service..

## From this inspection we graded this service as:

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

## What the service does well

We assessed the service to be performing to an excellent standard in relation to the care and support offered to people, and to an excellent standard with regards to the quality of staffing.

People expressed very high levels of satisfaction with all aspects of life in Doocot View, "nothing to improve, everything is perfect". People appeared happy, comfortable and content.

Appropriate signage, good lighting and uncluttered hallways enabled people to move freely throughout the complex. It was important for people to independently access quiet areas, laundry facilities and dining area. Areas of the complex had been upgraded and people told us they were proud of where they lived. "The upgrade has been very good" and "Doocot is very posh, I like showing it off".

The service had recognised the importance of meaningful engagement and activity to the wellbeing of people. A wide range of clubs, events and activities were on offer and catered for all abilities. A tenant-led gardening committee promoted the importance of access to outside areas. Throughout our inspection we saw people independently access the gardens, raised beds, greenhouse and work shed. We were told "I feel happier and healthier being active" and "plenty going on to keep me occupied".

We saw and read that people participated in all aspects of life within Doocot View. We attended a tenants' meeting with an agenda set by people living in the complex. All decisions made at the meeting were done democratically. "She (manager) doesn't tell you what to do, she lets you decide". People were empowered as a result.

We read and saw evidence that the staff team used different forms of communication to ensure that people of all abilities were included in decision making and kept up to date with change e.g. audio recording of minutes of meetings (recording done by a tenant), large print documents and pictorial and visual choice at mealtimes. This resulted in people making informed choices and feeling part of the Doocot community.

We read some excellent examples of care plans focusing on the abilities of people and recognised the importance of people retaining skills. Care plans were person-centred and reflected the wishes of the person. We read an email from a district nurse that stated "outstanding caring skills were administered, maintaining the dignity and trust of the patient and their family". People were confident that their care needs were met by a knowledgeable and professional staff group.

Staff and tenants spoke positively about the key worker system, in particular the tenant of the day. We heard that some people who were at risk of social isolation, had benefitted in all aspects of their lives, by spending time on a one to one basis with their key worker.

Staff told us that "there is a lot of great training". Staff said they felt "supported and encouraged". They were "able to spend more time with people" because they were "less task orientated". It was positive to be told by staff that they were "always looking to improve". There were high levels of job satisfaction in all staff departments.

We thank the people who live in Doocot and the staff who work there, for fully engaging in the inspection process. We are confident that the management team, staff group and tenants will continue to develop the service to ensure that the excellent levels of satisfaction continue.

## What the service could do better

The service should look at further development of obtaining views and feedback from people who use and visit the service. We discussed the use of devices, e.g. iPad with adapted programmes. This would further develop people providing feedback and contributing to life at Doocot View.

We discussed at feedback an open area of the complex that would benefit from development. This area appears to have no purpose and as a result can be used as a storage area for chairs and equipment. We are confident that the manager will include this area in the ongoing upgrades to the environment

Some staff were in the process of extending their roles by becoming specialists within a specific area of care. The aim will be for these staff to have advanced knowledge and skills in their specialty and cascade this to all staff. The service should look to evidence the changes to people's wellbeing as a result of the further improvements to practice.

## 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](http://www.careinspectorate.com).

## Inspection and grading history

Date	Type	Gradings	
6 May 2016	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
11 Jun 2015	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
4 Jul 2014	Announced (short notice)	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
5 Jul 2013	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
23 Jul 2012	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
21 Oct 2011	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

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