

# **Bon Accord Care - Kingswood Care - Housing Support Housing Support Service**

Kingswood Court  
Invercauld Road  
Aberdeen  
AB16 5RX

Telephone: 01224 696020

Type of inspection: Unannounced  
Inspection completed on: 6 November 2017

**Service provided by:**  
Bon Accord Care Limited

**Service provider number:**  
SP2013012020

**Care service number:**  
CS2014329162

## About the service

Kingswood Court is a purpose-built housing support complex for older people, comprising of 40 flats and 15 cottages. At the time of inspection there were 37 tenants in the flats receiving a range of support, and the cottages were all occupied.

Kingswood Court is in a residential area of Aberdeen, it is on a main bus route and close to shops. The flats are spacious and there are communal areas which are well furnished and welcoming for socialising and for lunch. A range of support is available to cater for all needs.

Kingswood Court registered with the Care Inspectorate in October 2014.

## What people told us

We sent 26 Care Standards Questionnaires which the management team distributed to tenants and staff.

Eleven questionnaires were returned for or on behalf of tenants showing a high degree of satisfaction.

We spoke with seven tenants during our inspection.

## Self assessment

We did not request a self-assessment this year. We discussed and considered the service's own development plan as part of this inspection.

## From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of staffing	not assessed
Quality of management and leadership	4 - Good

## What the service does well

Kingswood appeared welcoming and safe, with a homely feeling. Information for people was displayed on notice boards. The corridors were wide, clean and uncluttered with interesting areas to use, like the World War area with seats and photos for people to enjoy. This helped people to feel comfortable and safe.

We saw a range of ways for people to make their views known including tenants' meetings, involvement in staff interviews and newsletters. The points raised had led to changes, for example with the lunch food. People were able to play a part in the Care Inspectorate's inspection because staff distributed Care Standards Questionnaires and we also spoke with people in the building. Generally people indicated they were happy with their building and with the care and support provided.

People in Kingswood were supported to participate in a range of activities organised variously by tenants, staff, volunteers and visiting groups. Local school children visited and there were large events such as BBQs and fayres when people who do not live in Kingswood were able to join in. This helped people to have an active and

sociable aspect to their life if they wanted to. One tenant remarked "there's always plenty to do, never get bored".

The management team is accessible; as well as an open door policy where anyone can knock and chat, they are often out of the office joining in with whatever is happening. When we spoke with managers they were enthusiastic about teamwork where good work is recognised and all information is passed on. This gave everyone a feeling of being supported and appreciated.

The care recording system is well used and shows that people are able to say how they want to be treated and who they want to be involved in their support. Audits in all key areas identified problems and then improvements were made. Audits were undertaken with managers from different establishments giving an impartial view and opportunities for sharing good ideas.

Staff told us that they were happy working at Kingswood. There was a large staff room with a variety of refreshments and notice boards to give staff easy access to information. Staff told us that training was important and they appreciated the way management supported them and they felt confident in their work. This meant that people could be confident of having support from staff who are trained and have the necessary skills.

## What the service could do better

Within the support plans that we saw there were completed forms with names of Power of Attorneys and Guardians. There were no copies of the legal documents. This meant that staff could not be certain of who to speak to and who had authorisation for particular decisions or actions. **See recommendation 1.**

We ate lunch in the dining room with some of the tenants. The food was good, the tables nicely set and a choice of food was available. The meal would have been improved by offering cloth or plasticised cloth aprons to people who would like to protect their clothes, offering larger serviettes, and ensuring people are enabled to be independent in serving themselves. This would maintain people's abilities and dignity in everyday activities.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. It is recommended that copies of all Power of Attorney and Guardianship certificates are obtained in order to be certain of the powers that people are legally able to exercise.

National Care Standards Housing Support Services – Standard 7: Exercising Your Rights (3) You have the right to confidentiality, unless any specific legal provision applies

## 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	
7 Nov 2016	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
29 Oct 2015	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good

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