

Jarvis Court Very Sheltered Housing Support Service

Christian Watt Drive
Fraserburgh
AB43 9TG

Telephone: 01346 511802

Type of inspection: Unannounced
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Service provided by:
Aberdeenshire Council

Service provider number:
SP2003000029

Care service number:
CS2013317592

About the service

Jarvis Court is a modern purpose-built development of very sheltered housing accommodation for older people. The provider is the local authority. The service registered with the Care Inspectorate on 13 September 2013.

Jarvis Court is set in landscaped grounds located in the coastal town of Fraserburgh. 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. At the time of our inspection there were 22 tenants living in the service.

The aims of Jarvis Court are:

- Treat people with dignity and respect at all times.
- To provide you with the support and care necessary to maintain a good quality of life.
- To enable you maintain your independence as much as possible and to enjoy a range of meaningful activities.
- Respect your privacy and property and give you the time, space and facilities to participate, free from intrusion as long as it is safe to do so.
- To provide a range of opportunities and options to enable informed choices while recognising the rights of other people to do the same.
- To promote a safe and secure environment to ensure health and safety while not being over protective, exploited or abused.
- Assist you to achieve full use of the resources available to you.

What people told us

We sent eight Care Standards Questionnaires to the manager to randomly distribute to people who live in Jarvis Court. Six completed questionnaires were returned to us. During our inspection we spoke with six people who use the service. We used some of their comments to inform our inspection, for example:

"Staff are all affa fine."

"My wee hoosie is lovely and cosy."

"My family have peace of mind."

"The staff are all marvellous."

We concluded that tenants are very satisfied living in Jarvis Court and with the service provided.

We sent 12 Care Standards Questionnaires to the manager to randomly distribute to staff. We received three completed questionnaires back. We spoke with eight staff during our inspection. We used the comments we received to inform this inspection, for example:

"The staff are very welcoming (new staff member)."

"The staff team all work together and get on."

"I can make suggestions and have opinions and they are listened to."

"I love my job."

We concluded that staff employed in Jarvis Court 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	5 - Very Good
Quality of management and leadership	5 - Very Good

Quality of care and support

Findings from the inspection

We assessed the service to be performing to an excellent standard in relation to the care and support offered to people. Outcomes for people were of a high standard. We concluded that the service was exceeding its own aims.

Throughout our inspection people expressed very high levels of satisfaction. We were told "I was miserable before (at home), now I feel fulfilled". The service had recognised the importance in providing additional support to improve this person's self-confidence and mental wellbeing. As result this person was now socially active and was also an important and valued member of the community. The support given to achieve this positive outcome was representative of what everyone could expect. We spoke with many people who informed us that their quality of lives had improved following moving into Jarvis Court. We concluded that life in Jarvis Court had exceeded many people's expectations.

Everyone we spoke with expressed high levels of confidence in the staff. We were told "the staff are marvellous" and "the staff really know me". People said that they would not hesitate in raising any concerns they had. People felt safe as a result.

The service had an embedded culture of recognising the importance of meaningful engagement in relation to health and wellbeing. There was a varied activities programme. The service created opportunities for people to enjoy friendship and community in a way that enhances wellbeing and quality of life, for example a walking group had been set up by a tenant and was growing in popularity. We were told "I no longer sit in front of the

television, I am active all the time" and "I feel healthier because I am more active". The service had empowered people to make choices about their lifestyles and enabled them to improve their health and wellbeing.

The service had previously introduced inter-generational social engagement and we saw during this inspection how well this had progressed and had become established practice. There were strong effective links with a local nursery. People we spoke with were animated when discussing the positive impact children coming into the service had on their quality of life. "I just love when they come, it makes me smile" and "I have made a friend in (name of child), he reminds me of my grandchild who lives abroad". Two people told us "I had forgotten how comforting it was to hold a child's hand". The quality of people's lives and their wellbeing had greatly improved as a result of the services commitment to inter generational engagement.

Staff were motivated to improve people's quality of life. They made the most of best practice guidance to make improvements which meant people could live more confident, fulfilling and independent lives. For example lighting, highlighting of light switches, contrasting toilet walls and improvements to signage, were all implemented following the robust completion of the Kings Fund Audit Tool. This led to improved outcomes for people. People could now independently access toilets and shared areas and make their own drinks. People's needs and wishes drove the improvement agenda.

People told us they were listened to. We read minutes of meetings where people actively participated. Their opinions and feedback mattered. Improvements were led by what people said they needed and wanted, for example we read how improvements to outdoor space had been raised at a meeting and the request for easier access, planting areas and even surfaces, had been incorporated into the changes to the gardens. The improved access to outdoor space will enrich people's lives.

The service had held an information event for people who live in the complex. The event raised awareness of how to keep safe and report concerns. People found this informative and said they were less anxious and had increased understanding of protecting themselves from harm. By providing a platform to deliver information, the service had improved people's knowledge and insight. There were plans to continue this excellent practice with further information events covering a range of topics. The service was empowering people to take responsibility and make informed choices for their own wellbeing.

Care plans focused on people's abilities and there was a strong emphasis on enabling people to retain skills. Care notes were outcome focused. We read daily entries in care notes that demonstrated a focus on outcomes for people, for example how people's wellbeing had been affected by social engagement events. This demonstrated that staff were not focused on tasks but on how best to support people in a holistic and person-centred way.

We are confident that the staff and the people who live in Jarvis Court are committed to further development and improvement in the service, to ensure that the quality of people's continue to improve.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 6 - excellent

Quality of staffing

Findings from the inspection

We assessed the service to be performing to a very good standard in relation to the quality of staff.

The retention of staff in the home was high and we spoke with staff who had worked at Jarvis Court for many years. This loyalty helped ensure that there was consistency with the standards of care delivered.

Throughout our inspection we observed staff interact and engage with people in a professional and friendly manner. Staff demonstrated that they knew the people who lived in Jarvis Court well. As a result people said they were confident in approaching staff and raising concerns.

We spoke with new staff who told us that the induction process ensured they were equipped to meet all aspects of their role confidently and safely. They said they felt welcomed and supported. This approach to new staff, helped with good retention of staff and high staff morale.

The training overview showed that the training provided to staff was varied and that there was high completion rates. Staff said that the training provided was appropriate for their roles and that their practice improved as a result of completing or attending training. As a result people told us that they had "confidence in staff" and that "they (staff) knew what they were doing".

Staff told us that supervisions occurred regularly and that these were meaningful. Staff were given the opportunity to discuss areas of professional development and parts of their role that may need improved. This meant the service was committed to the improvement of the quality of the care provided by the ongoing development of staff.

Some staff had additional and extended roles, for example in falls, dementia, engagement. These staff had completed additional training and development to ensure they met all aspects of their extended role. We saw how outcomes had improved as a result of the very good work undertaken by some champions. As a result of changes made by the dementia champion, there was increased independence of some people accessing shared areas. The service should look to develop all champion roles and evidence the impact all of these roles has on outcomes and quality of life for people living in Jarvis Court.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of management and leadership

Findings from the inspection

We assessed the service to be performing to a very good standard in relation to the quality of management and leadership.

The service had a stable management team in place. There was additional support provided by a senior manager. It was good to see that peer support from other managers continued.

We found a robust quality assurance system in place. Audits were completed to identify areas that needed improvement. An example of this was the weekly medication counts and medication administration sheets. There was evidence that medication errors had reduced as a result of the ongoing management input. The manager should look to evidence any improvements made as a result of areas developed. The service should look to include people who live in Jarvis Court in the quality assurance process, thus ensuring they are involved in the assessment of their service.

People who live in Jarvis Court told us that the management team are "just lovely" and are "always available". This meant that people were confident that any questions they had would be answered and any concerns they had would be dealt with.

The manager held regular meetings that gave people the opportunity to keep up to date with changes in their home. People told us they could contribute to meetings and their suggestions and opinions were listened and acted upon. We were told "I can have my say".

Staff told us they were supported by the management team. We observed staff being directed by senior staff during our inspection. As a result we were confident that care needs would be met timeously.

We read the excellent service development plan. Areas for improvement had been clearly identified. The manager had clearly listened to what people wanted and acted upon it. Outcomes for people would improve as a result. An example of this was the development plans for the gardens. The manager should ensure that the development plan is updated to evidence when areas for development have been met.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

There are no outstanding requirements.

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

There are no outstanding recommendations.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings	
20 Nov 2015	Announced (short notice)	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	5 - Very good

Date	Type	Gradings	
16 Oct 2014	Announced (short notice)	Care and support	4 - Good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	4 - Good

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Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

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