

# Strathcarron Project Housing Support Service

## Housing Support Service

Howard Doris Centre  
Millbrae  
Lochcarron  
Strathcarron  
IV54 8YQ

Telephone: 01520 722541

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

**Service provided by:**  
Strathcarron Project Ltd

**Service provider number:**  
SP2003003535

**Care service number:**  
CS2003053345

## About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com)

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

The Strathcarron Project is registered to provide Housing Support, Care at Home and Support Services (Day Care) to adults and older people. The support service provides day care for up to forty people living within the areas of Lochcarron, Applecross, Shieldaig and Torridon.

All of the services are managed from the Howard Doris Centre in Lochcarron.

All of the clients are supported by the centre manager and staff team.

The centre has a large entranceway, which leads to a large, light and spacious dining room, which is used by both tenants and clients for their meals. There is a large lounge, which provides a variety of seating areas and is used for a range of activities. Both rooms have views out to the garden and sea loch. The gardens are attractive and very well maintained. There are raised vegetable beds and a greenhouse. The clients look after the gardens, with some assistance.

The housing support service is provided to people living within their own accommodation, also within the Howard Doris Centre. People using the housing support service are also able to make use of the lounge, dining room and gardens.

The aims and objectives of the service include:

'To provide a service that will enable those who so desire to remain in the community'  
'To respect and promote the social and cultural background of the service user'.

## What people told us

We spoke with lots of people who used the service and were offered the opportunity to join people for lunch. Their comments included:-

"This place is a lifeline. We are involved and I am on the Three Degrees committee at the moment. We can ask or suggest anything and we are listened to. For example we have an input into what is offered on the menus"

"I come in five days a week and this is invaluable to me as I live alone"

"All the staff are very nice and helpful. The food is great and I get the help and support I need"

"This is a unique service and we are all very proud of it"

"There is always something to do and my social calendar is full until Christmas!"

We spoke with a group of ladies who were taking part in a knitting group. They all said that the service was amazing and that they had been attending for many years. There had been lots of changes recently and there was now a new manager. However, this had not impacted on how positive and happy they were about the service, or the way that it was managed.

The following comments were made within the questionnaires that people returned to us prior to the inspection:-

"The staff could not be more helpful. We have days out at which the staff are very good. These are things that make this place stand out above the rest. We also have Burns lunches and the staff decorate the dining room. The wardens are very helpful when they call to see how we are before we go to the centre"

"Five star establishment - this includes the building, the services, the catering and above all the staff. State of the art care centre is an exemplar to the rest of the world and we are very privileged to have this facility"

"The services provided here are fantastic. The staff treat us with such courtesy and do their utmost to meet our needs/wishes/suggestions - nothing seems too much trouble for them. I am one "old duck" who is very grateful"

"Excellent"

"We are very lucky with our care service. We have lovely staff and manager. Our food is very good. The place is kept second to none. We have lovely gardens with lots of flowers. Everyone gets taken on outings. We have exercise classes, massage and yoga, something for everyday"

"Hunky dory!"

## 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 the quality of the provision within the service.

## From this inspection we graded this service as:

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

## What the service does well

We found this service was performing to an excellent standard.

There were excellent relationships between the service and the local primary health and social care team, which have continued to go from strength to strength over the past year. Staff we spoke with said that communication was good, which helped them support the continuity of care for people. The motivated staff team continue to

support tenants and clients to maintain links with their local communities with a range of visits, trips out, shopping trips and lunches. The centre also had good links with local schools, which promoted positive cross-generational working. The daily activity programme continued to excel in the range and choice available. People told us that they were involved in deciding what they would like to take part in. During the inspection everyone appeared interested and engaged in the activities and fun, laughter and friendships were clearly evident.

The service was, at present, reviewing the content of the support plans, as they were aware that not all were up to date and we would support this. However, there was lots of evidence within the support plans of staff supporting clients and tenants with their independence and existing skills. When speaking with people this was very evident. One person said that she was quite unable to do anything for herself when she first came but that now she was more independent and able.

The centre was very good at promoting health awareness and held sessions and groups so that people could attend. One such session recently was the Cancer Support group, at which allied healthcare professionals also took part. Overall the programmes in place promote the importance of exercise and healthy living. Clients were able to enjoy a range of exercise and physical activities including reiki, yoga, boccia and the (exercise bike) Tour de Lochcarron.

We joined the tenants and clients for lunch, which was an enjoyable dining experience. People confirmed they enjoyed the range of meals served. We could see that clients and tenants were being involved with decisions about what they would like to see on the menu.

There were systems and processes in place to audit the quality of the overall service. Recently there had been positive work carried out with regard to the management of medication. The pharmacist had been involved and staff were given training with regard to the new recording system.

An improvement plan was in place for 2017 and this covered all the registered services. It made reference to many aspects of the service, from how to develop participation and activities, to the environment and staff training and supervision. It also made reference to the Care Inspectorate's criteria and outcomes. The manager was to have supervision with the board and was going to use this plan as a basis for the "way forward."

In summary, we found that the service continued to provide an exceptionally high level of quality of care and support to the tenants and clients. There was an established skilled and experienced staff team, who know all of the clients very well. The staff team were committed to providing the highest standards and the feedback we received from the tenants and clients was excellent.

## What the service could do better

The service was to continue with the work already started with regard to the development of more person centred support plans. Alongside this they were to ensure that there was clear information about people's legal status, so that staff were aware of how to support people with decisions. They were also to link the evaluations of the support plans with the outcomes that were identified, so that they were able to clearly see how they were meeting/or not meeting needs and then plan for actions needed.

The service was to review the use of their quality assurance systems and the content of the overall improvement plan. This was so that they were used to their fullest extent when assessing and planning for improvements.

The service could start to look at how the new Social Care Standards could be introduced and used as a way to review the overall provision of the service and then plan for improvements.

## 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	
24 Nov 2016	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 6 - Excellent Not assessed
26 Aug 2015	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent 6 - Excellent 6 - Excellent 6 - Excellent
4 Jul 2014	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent 6 - Excellent 6 - Excellent 6 - Excellent
8 Jul 2013	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent 6 - Excellent 6 - Excellent 6 - Excellent
15 Aug 2012	Unannounced	Care and support Environment	6 - Excellent Not assessed

Date	Type	Gradings	
		Staffing Management and leadership	6 - Excellent 5 - Very good
13 Jul 2010	Announced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 6 - Excellent Not assessed
13 Oct 2009	Announced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 5 - Very good Not assessed
6 Nov 2008	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 4 - Good 5 - Very good

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Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

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