

## Doocot View Very Sheltered Housing Support Service

St. Combs Court  
Banff  
AB45 1GD

Telephone: 01261 815946

Type of inspection: Unannounced  
Inspection completed on: 11 June 2018

**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 care at home, respite care for one person and day care for up to 10 people. At the time of this inspection there were 29 tenants receiving care.

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".

The service has been registered since August 2010.

## What people told us

We sent 15 Care Standards Questionnaires to the manager to randomly distribute to tenants and to people who attend the day care service. We received nine completed questionnaires back. During our inspection we spoke with 12 people who use the service and with two visiting professionals. We used the comments we received to inform this inspection, for example:

"I am happy with the service I receive from the care staff."

"The staff at Doocot do an excellent job caring for my mother. With their help, care and support my mother can enjoy her life."

"Since I have moved into Doocot I feel safer."

"The quality of meals is excellent with plenty of choice."

"I enjoy the social evenings, feel there could be more."

"I have made lots of new friends since moving in."

"I enjoy going out to the gardens. Fair pleased with the vegetables we have grown."

We concluded that the tenants who received care and people who attended the day care, were very satisfied with the care provision.

## Self assessment

We did not request a self-assessment for this inspection. During our inspection we reviewed the service's development plan.

## 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	5 - Very Good

## Quality of care and support

### Findings from the inspection

We assessed the service to be performing to a very good standard in relation to the care and support offered to people. We identified major strengths that continued to improve outcomes for tenants. We are confident that the service will continue to improve the service provision through addressing the areas for improvement we have identified.

Throughout our inspection we observed a professional and compassionate staff team interact with tenants warmly and with humour. It was apparent that there was a culture of respect and friendship. As a result Doocot had a community feel where all tenants were included and valued.

My personal plan is right for me because it sets out how my needs will be met, as well as my wishes and choices. People's likes and dislikes informed the planned care. Care plans reflected the holistic needs of tenants with importance identified in meeting not only the physical but the emotional and social needs of individuals. Care reviews involved the key worker; this meant they were meaningful. However we found that not all changes to people's wellbeing discussed at reviews were reflected in care plans. Care plans need to reflect all the current needs of the individual.

Tenants were very happy with the variety and availability of activities and social events both in the complex and in the wider community. Key workers continued to be fully involved in capturing what people wanted to do socially. This had resulted in some excellent outcomes for some tenants.

Tenants had access to a private garden. We were told how the gardens including the vegetable plot, flower beds, sun house and work shed, had enhanced tenants' wellbeing. All tenants irrespective of abilities had the opportunity to be involved in outdoor activities. This excellent provision had resulted in tenants being able to participate in the ongoing development of the facilities outside.

I am supported to achieve my potential in education. Tenants had been provided with the opportunity to attend information events within the complex, for example dementia and how to keep safe. We received very positive feedback from tenants. They said they had increased understanding of people living with dementia as a result of being better informed. It was positive that further events were planned. The service was empowering tenants to make choices and to have a better understanding of some people living in the same complex.

The day care provision was provided by a team of enthusiastic and skilled staff. The satisfaction levels from people attending were very high. Activities were varied and led by the likes and dislikes of individuals with the importance of physical activity and mental stimulation was also recognised by the staff. Day care events and activities were open to tenants. This had enabled friendships to be formed.

I receive and understand information and advice in a format that is right for me. Information on notice boards was provided in larger easy to read print. Minutes of meetings were available on a dictaphone. Notice boards were of varied height to ensure people who used wheelchairs had access to information. Tenants said they were informed and had been enabled to make informed choices due to having access to information. The service needs to improve the loop facility to improve the quality of involvement for those tenants who have hearing impairment.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## 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. We identified major strengths that continued to improve outcomes for tenants. We are confident that the service will continue to improve through addressing the areas for improvement we have identified.

The staff team was stable. Tenants knew who provided their care and support on a day-to-day basis. This had resulted in high levels of confidence with staff. Tenants said that they would approach any staff member if they had a worry or a concern.

We spoke with staff who had worked in Doocot View for varying lengths of time. All said they were informed of developments within the service and that they could participate in the changes. As a result morale was high and all staff felt included.

Meetings were arranged with new staff at the end of their probationary period. The purpose was to identify any areas of induction that the staff felt needed developed. This excellent practice ensured that all staff had the appropriate skills and knowledge to meet all aspects of their role.

Staff had the opportunity to have additional and extended roles, for example in falls, dementia and engagement. Additional training and development was completed to ensure these staff 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. For example the robust completion of the King's Fund Environment Audit had identified improvements to the environment that would enable people living with dementia more independence. We observed how some people could now access some areas without assistance.

The training overview showed that staff had the opportunity to attend a wide variety of training events. Staff told us that they found training informative and useful for their role. The service should look to evidence how training has informed and improved practice and to evidence if tenants wellbeing has improved as a result of the increased skills and knowledge.

## 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 the leadership and management of the service. We identified major strengths that continued to improve outcomes for tenants. We are confident that the service will continue to improve through addressing the areas for improvement we have identified.

There had been a change of manager since our last inspection. This had initially caused a short period of nervousness and uncertainty however this had quickly settled and we found that during our visit tenants and staff spoke positively about the changes made. Staff told us they felt listened too and valued. This had a positive impact on the morale and retention of staff.

The management team had identified the additional skills of some staff. These staff had been given the platform to extend their role and have added responsibilities. As a result we saw how practice had been influenced and improved by these staff, for example changes in medication practice had improved how medication was administered.

The management team had strong links with other services in the area. This provided useful peer support and the ability to discuss and share good practice. There was a commitment to ongoing improvement of the service.

Tenants and staff told us that increased contact with senior management would be beneficial. It was positive that the manager had recognised this and sent out invites to attend relevant meetings. It is important for senior management to be accessible for tenants and staff.

We reviewed the service's improvement plan and an audit undertaken by a member of the provider's quality team. We found that these were focused on systems and processes. Tenants were not asked for their feedback. In order to improve and develop the service and the quality of tenants' lives, the provider should ensure that tenants are included in the quality assurance process.

## 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](http://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
5 Jun 2017	Unannounced	Care and support Environment Staffing Management and leadership
		6 - Excellent Not assessed 6 - Excellent Not assessed
6 May 2016	Unannounced	Care and support Environment Staffing Management and leadership
		4 - Good Not assessed Not assessed 5 - Very good
11 Jun 2015	Unannounced	Care and support Environment Staffing Management and leadership
		4 - Good 4 - Good 4 - Good 4 - Good
4 Jul 2014	Announced (short notice)	Care and support Environment Staffing Management and leadership
		3 - Adequate 3 - Adequate 3 - Adequate 3 - Adequate
5 Jul 2013	Unannounced	Care and support Environment Staffing Management and leadership
		3 - Adequate 3 - Adequate 3 - Adequate 3 - Adequate
23 Jul 2012	Unannounced	Care and support Environment Staffing Management and leadership
		3 - Adequate 4 - Good 3 - Adequate 3 - Adequate
21 Oct 2011	Unannounced	Care and support Environment Staffing Management and leadership
		3 - Adequate 4 - Good 3 - Adequate 3 - Adequate

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