

Cowan Court Extra Care Housing Housing Support Service

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Type of inspection: Unannounced
Inspection completed on: 30 April 2018

Service provided by:
Midlothian Council

Service provider number:
SP2003002602

Care service number:
CS2012314382

About the service

This service registered with the Care Inspectorate on 16 September 2013.

Cowan Court is a purpose built extra care housing development. The development includes a two storey building providing 32 extra care flats for older people. Tenants can make use of a number of communal lounges, dining area and gardens.

As recorded in its information booklet: 'It enables people with varying physical and mental health care needs, including dementia, to enjoy prolonged independence in a safe, caring, socially active supportive environment.'

'Cowan Court as a dedicated on-site team consisting of a support supervisor, care and support staff, an administrator, domestic assistants and a handyman. Care and support staff provide a 24/7 service, responding flexibly to the needs identified in individual care and support assessments.'

The provider is Mid Lothian Council.

What people told us

In October 2017 we asked the service to distribute questionnaires to people they supported so that we could gather their views. We received four completed questionnaires. All the respondents told us that they were very satisfied with the care and support that they received. Comments included:

All staff very helpful and supportive, they all treat the residents with respect and care.

During the course of our inspection visits we also spoke with people and family members in person and by telephone. They all explained how much they appreciated the support they received. They explained that:

- Can't think of anything they could do better, staff are great.
- I enjoy the food, I get a choice each day.
- Been great, meet a lot of people - people that live and work.
- Staff are very friendly, I know them all and I feel they all know me well.
- I was a bit reluctant to move, but it was the best thing.
- If I want a carer, just pull the cord and they come. Great reassurance.

Self assessment

We no longer ask the provider to complete a self assessment. We discussed the service development plan with the manager. The manager explained that this was incorporated into the Local Authority's general service plan. We discussed the benefits of developing a service development plan specifically for Cowan Court so that people who are being supported and the staff team can contribute to the future improvement of the service.

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	not assessed

What the service does well

People living at Cowan Court have the opportunity to live as dependently as suits them in the knowledge that support and assistance is available when they need this. Support workers monitored people's wellbeing so that they could respond to changes and seek advice from other professionals as necessary.

People were able to make choices about how to spend their time and how much they made use of the facilities and activities on offer. They were involved in choosing what activities would be organised with the result that the take up rate was high. The service had made very good links with the local community. This meant that people were able to continue with the activities and contacts with family and friends that they had enjoyed in the past. Others had made new meaningful contacts since moving to Cowan Court.

People clearly benefitted from the friendliness of the support workers and the company and reassurance that they gained from this. There was a stable team of support workers so that people had got to know each other well and had formed meaningful relationships. People were involved in making decisions about what they were supported with and in agreeing to changes as these occurred. We found that there was clear and detailed information in people's support plans so that support workers knew what support people needed and could arrange their working day accordingly. This meant that people were assisted in the way that suited them and that they felt in control of their support.

Where people's choices put them at risk to themselves or others this was discussed with them so that practical solutions could be tried. We found that people's interests and lifestyles were respected.

The staff group made use of the Provider's mandatory training programme and some additional training options. This meant that people felt confident that they were supported by people who had the skills and knowledge to support them well.

What the service could do better

Some support workers told us that it was sometimes difficult to encourage people to maintain their independence or regain skills that would help them be more independent. The manager told us that there were plans to develop staff skills in re-enablement.

An audit of support plans had found that there was still room for improvement in how support workers described the support that people had received. This will make it easier for people's wellbeing to be monitored and to ensure that their changing support needs are met. We were told that workshops about this were being planned.

We noted that there was no staff handover time between the day and night shift which meant that important information about people's wellbeing could be missed. We were told that an on-going review of the staffing arrangements might address this.

The manager had only recently applied to register with the Scottish Social Services Council. Support workers were due to register also. We were told that plans were in place to progress this.

We discussed the roles of the manager and the support supervisor and suggested that these could be reviewed with a view to ensuring that lines of accountability are clearer.

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.

Inspection and grading history

Date	Type	Gradings	
14 Mar 2017	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	5 - Very good
23 Mar 2016	Announced (short notice)	Care and support	4 - Good
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
27 Mar 2015	Announced (short notice)	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good

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