

Jarvis Court Very Sheltered Housing Housing Support Service

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Type of inspection:
Unannounced

Completed on:
10 January 2019

Service provided by:
Aberdeenshire Council

Service provider number:
SP2003000029

Service no:
CS2013317591

About the service

Jarvis Court is a purpose-built complex that contains 21 flats. The service is registered to provide housing support, care at home and day care for up to ten people. The housing provider is Osprey Housing. The provider of care and support is Aberdeenshire Local Authority however tenants have the option to source their own care and support from other agencies.

Jarvis Court is in the fishing town of Fraserburgh and enjoys a location to shops, cafes and churches. There are gardens with patios. Shared dining and sitting areas are available for tenants to socialise in.

There were no tenants living in the service that were housing support only.

The service registered with the Care Inspectorate on 19 September 2013.

What people told us

We sent eight Care Standards Questionnaires to the manager to distribute to tenants. We received seven completed questionnaires back. During our inspection we spoke with twelve tenants. We incorporated feedback on facilities within the complex to make an assessment on what tenants who were not in receipt of care and support would expect, for example:

"I am lucky to be living in such a great environment".

"Jarvis Court is a lovely warm and happy environment".

"We enjoy facilities second to none".

"The meals are just rare".

"I have the freedom to go where ever I want".

"The improvements to the gardens have made such a difference. I can go out to my own patio area".

" I go on the bus every week to do my own shopping".

"There is so much going on to keep me active".

"The staff are friendly and always have a kind word".

We concluded that there was very high levels of satisfaction with the facilities and quality of life at Jarvis Court.

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	not assessed

What the service does well

We assessed the service provision for any tenant moving into the complex using the housing support service only as being very good.

"I can choose from a range of services and providers which have been planned, commissioned and procured to meet my needs." Information regards other care options was accessible within the service. This meant that tenants had a choice of who their care provider was.

"I can choose to have an active life." There were a wide range of meaningful activities on offer in the complex. These were available to all tenants. We were told "time goes past quickly because I am so busy". The service recognises the importance of social activity in relation to health and well-being.

"My environment is relaxed, welcoming and peaceful." Tenant flats were spacious and very comfortable. The shared lounge and dining room were furnished and decorated to a very good standard. Good signage was used appropriately throughout the complex and we observed tenants mobilise and access areas independently. The signage would help new tenants with orientation to the building.

"I feel at ease because I am greeted warmly by people and they introduce themselves". The staff team was stable. We observed lovely warm interaction between the staff and tenants. "The quinnies (staff) are just toppers" and "you can ask them anything". Levels of satisfaction in the staff were high and this meant that tenants were confident raising any concerns they had. One tenant informed us that the staff had reduced a lot of his anxiety when moving into the complex.

"I can use a private garden". There had been major changes and improvements to the enclosed garden. New patios and pathways had been laid. This had improved people's access to the outdoors. One tenant said "Its just great that I can get a good walk around the gardens now". The service had recognised the importance of outdoor space in relation to the health and well being of all tenants living in Jarvis Court.

What the service could do better

The management team should explore different ways of ensuring that all tenants are informed of the choices they have in accessing care outwith the complex.

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	
22 Nov 2016	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
20 Nov 2015	Announced (short notice)	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	5 - Very good
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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