

Doocot View Very Sheltered Housing Support Service

St. Combs Court
Banff
AB45 1GD

Telephone: 01261 815946

Type of inspection:

Unannounced

Completed on:

11 April 2019

Service provided by:

Aberdeenshire Council

Service provider number:

SP2003000029

Service no:

CS2009236900

About the service

Doocot View is a purpose-built one storey very sheltered accommodation. The provider of care and support is Aberdeenshire Council. The service is registered to provide care at home, respite care for one person and day care for up to ten people. At the time of this inspection there were 27 tenants receiving care.

Doocot View is located in a residential area of the coastal town of Banff. The service is set in beautiful landscaped grounds. The housing provider is Hannover Housing. 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 ten Care Standards Questionnaires to the manager to randomly distribute to tenants and to people who attend the day care service. We received six completed questionnaires back. During our inspection we spoke with ten people who live in Doocot View and are in receipt of care and support. We also spoke with two tenants who received housing support only. We used the comments we received to inform this inspection, for example:

"The cares are always smiling. I feel safe because of the staff here".

"First class food. I liked the tasting sessions we had".

"We are asked what meals we like and then we help make up the menus".

"There is a delay when I call at times and it's always because of staff shortage".

"I am making a windmill. I like working in the shed. (Name of tenant) helps me. He's affa good".

"I can say if I want a change and I am listened too".

"I enjoy living here. Love the company and I am kept busy: just the way I like it".

"I still run the shop on a Sunday afternoon. I really enjoy it".

"When day-care is in there is plenty to do".

"Any complaints and they are seen to straight away. This stops me from getting anxious".

We concluded that the tenants who live in Doocot View are satisfied with the care and support they receive.

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	not assessed
Quality of management and leadership	5 - Very Good

What the service does well

We assessed the service to be performing to a very good standard in relation to the care and support offered to tenants and to the leadership and management of the service. The service was performing to a standard where the outcomes and experiences enjoyed by tenants were of very good quality. We concluded that the service continued to support tenants to have very good quality of life.

"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 were held regularly however these need to be developed to identify what is working and what needs improved. Agreed actions identified at care reviews need to be recorded. These improvements will support a meaningful and outcome focused review of care.

"I am supported to participate fully as a citizen in my local community in the way that I want". Some tenants were supported to attend interest groups locally. This helped them maintain interests and hobbies. Community organisations were involved in fundraising events and also in providing entertainment within the complex. The local MSP and council official regularly held surgeries in the complex thus keeping tenants informed of what was happening in their local community. The service had recognised the importance of assisting tenants remain members of their community and this resulted in tenants feeling valued and of having a voice.

"I can choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities. The service continued to support tenants in a growing range of meaningful activities. The gardens remained important to many tenants. Access to the gardens remained open at all times. People using wheelchairs could access all areas, including: the raised planting troughs, greenhouse and work shed, due to safe and easy to navigate pathways. This enabling approach improved outcomes for those tenants who wanted to be as independent as possible. The work shed continued to enhance some tenants well-being and gave those tenants a sense of purpose. One tenant told us that the highlight of his day was spending time making a windmill for his patio area. We spoke with tenants who told us with pride the items that they had made in the work shed. It was positive to hear that those tenants who required additional help and support making items, continued to be helped by their friends within the complex.

"I am supported to make informed lifestyle choices affecting my health and wellbeing". Throughout the complex there were information leaflets and information available to tenants on lifestyle choices and how to keep safe. This meant that tenants could make informed choices. It was positive to see that the service continued to provide a forum for people to learn more about certain medical conditions and health care. One tenant spoke

enthusiastically about the up coming events on Dementia and a Caring for Smiles event that were being held for tenants. She told us "it makes me understand what some folk are going through". The service was enabling tenants to have a better understanding of some people living in the same complex.

"I receive and understand information and advice in a format or language that is right for me". The service had improved the loop system in use for those tenants who required additional support with hearing. This had improved outcomes for those tenants. We were told "I now attend the meetings and can hear what is being said". The menu of the day was available on each dining table and also in larger print on a notice board. We observed tenants access this information. The minutes of meetings were available in larger print and on audio tape. This meant that all tenants living in the complex had access to the information irrespective of their communication abilities.

"I use a service and organisation that are well led and managed". The management team remained stable. There were high levels of confidence in the management team and the staff team. "If I had a worry, I would not hesitate in speaking to any member of staff".

The champion roles continued to play an important role within the service. These were members of the management team who were recognised as being specialists within a specific area of care and support for example: enablement, dementia care, falls management. We read how error in medication had reduced due to the appropriate monitoring and actions taken by the medication champion. The independence of tenants and their retaining skills was promoted by the enablement champion. The falls champion had begun a robust analysis and reviews of falls, aiming to reduce the risks to those tenants at high risk of falls. Tenants could be confident that they "experience high quality care and support based on relevant evidence, guidance and best practice".

"I have confidence in people because they are trained, competent and skilled". The management team had recognised that the online training completed by the staff did not cover specific information relating to Doocot View. Thus a number of additional site specific training sheets were compiled for example: fire safety and infection control. This meant that in the event of a fire or in an outbreak of infection, all staff were aware of the appropriate actions to take in relation to the tenants who lived in Doocot View.

"I am actively encouraged to be involved in improving the service I use". The enablement champion had put in place a system to enable tenants to become involved in the service. This included: the recruitment of staff, updating information boards, housekeeping, minute takers at meetings. Tenants felt valued and included as a result.

What the service could do better

We reviewed the service development plan. Improvements need to be made to demonstrate how outcomes would improve as a result of changes and improvements to the service provision.

Tenants who required assistance could alert staff by using a turn stall system. Throughout our inspection staff responded promptly to tenants in need of help. However two tenants told us that they often did not know who had answered the call due to staff not introducing themselves on the call system. This was not respectful. Tenants should be informed of the name of the person that they are talking with.

The service was in the process of introducing new folders that captured outcomes for tenants. We read some wonderful examples of outcomes following meaningful activities. We discussed at feedback how there needs to be some flexibility regards these folders. Some tenants did not wish to take part in this new format thus their

input and outcomes were not captured. The service should look to adapt how information and outcomes are recorded to ensure that it meets the choice and needs of the individual.

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.

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.

Inspection and grading history

Date	Type	Gradings
11 Jun 2018	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
5 Jun 2017	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent Management and leadership Not assessed
6 May 2016	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
11 Jun 2015	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
4 Jul 2014	Announced (short notice)	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 3 - Adequate
5 Jul 2013	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 3 - Adequate
23 Jul 2012	Unannounced	Care and support 3 - Adequate Environment 4 - Good Staffing 3 - Adequate Management and leadership 3 - Adequate
21 Oct 2011	Unannounced	Care and support 3 - Adequate Environment 4 - Good Staffing 3 - Adequate

Date	Type	Gradings	
		Management and leadership	3 - Adequate

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.