

# Abbeyfield Scotland Housing Support Service

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**Type of inspection:**

Announced (short notice)

**Completed on:**

7 September 2018

**Service provided by:**

Abbeyfield Scotland Ltd

**Service provider number:**

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CS2008172855

## About the service

**Abbeyfield Scotland** is a social landlord which is registered to provide a housing support service at 15 locations across Scotland. Accommodation is typically provided in large adapted houses but also includes purpose-built buildings. Each has individual bed sit accommodation for residents and a communal dining room. Some properties also have generous shared lounges, conservatories and garden areas.

The direct support is provided by house supervisors (support workers) who deliver day-to-day support. This includes the preparation and serving of meals and housekeeping duties, in addition to practical assistance with managing aspects of daily life, such as making appointments or dealing with correspondence. A house supervisor is on site from 8am to between 6pm and 8pm each day. Outwith these hours, emergency support and advice is available through a Telecare service provided by an external agency.

The service manager (the registered manager) had overall responsibility for the service. She is supported by four area supervisors, who each have responsibility for three or four houses.

At the time of the inspection there were 141 residents supported by around 48 house supervisors.

## What people told us

We visited and met residents at seven of the houses (Nairn, Turiff, Haddington, North Berwick, Coatbridge, Lenzie and Bridge of Allan). We also received the views of residents and relatives from all locations by telephone and questionnaires.

Overall people were very positive about the support they received. They felt safe in their house. They were very satisfied with their staff and said that there weren't too many changes. People praised the quality of the meals. Many indicated that they liked the location of the house and its proximity to local amenities. People said moving to Abbeyfield was the right decision for them and stated that companionship and the reassurance of staff presence was a significant factor. A few people were concerned that there were vacancies in their house and were worried the house might close.

Comments from **residents and relatives** included:

"The house is the best one in the area. It couldn't be better. The food is excellent."

"It's great. Everything is fine. Moving here is the best thing I've ever done. You are with like-minded people and we get a good laugh. Staff pop in regularly."

"We have good food. It's ideal. No one bothers you. I had a fall and the carers let my family know. I've no complaints."

"The minute I walked in, I knew I wanted to move in here."

"The laundry equipment could be better."

"We are free to do our own thing and to come and go."

"I would recommend it."

"The support plan gives staff detailed information about my past and present interests and my requirements here. Staff know how to support me. They help me be as independent as possible. I can go out into the garden or a short walk without staff. I feel safe. We regularly have a fire drill and staff explain what we must do and where to go. Staff treat me well and have time to talk to me. When I asked to move into another room, I moved into another room."

"Thumbs up!"

"Awfa good."

"I like to go out and walk."

"We're real close to the shops. Real handy."

"The food is very good, I must say."

"I was lonely, and being here has put my mind at rest."

"I only have my room to take care of. Plenty of time on my hands."

"The company, it's awfa fine to ken there are folk here, and you can come ben and see them at fly cup time and denner time."

"The food is excellent."

"The menu could be more varied, tends to be the same meals."

"The choice seems to have gone downhill a little. We used to have fresh fish, and now we have a fish cake."

"We only meet at meal times, and once a month in the morning. The lounge is not used enough."

"We are treated well."

"You can live how you like, and you have back up."

"You have the freedom to come and go as you please."

"They are in the background if you need them."

"I'm happy."

"I can't see a downside in it."

"Every morning they come round and see you are ok. We joke about them coming to see we are still alive!"

"Very helpful when we moved in with paperwork and forms."

"I am very impressed, this is a good place to come. It is independent living in a lovely clean house with friendly staff. I didn't expect it to be so comfortable and the food is outstanding, all freshly made and the meat is from the local butcher. We have fresh fish twice a week, plus home baking. They provide laundry facilities. The

communal areas and a beautiful dining room are kept spotless. I have my own belongings around me. They definitely support you to maintain your independence. They don't run after you and are not authoritarian - they don't say 'where are you going' but I leave them a note when I'm going out. They come around every morning about 8am, knock on the door, ask if it's OK to come in and have a chat with me and ask if anything is needing done. They tell you about the menu for the day and if there is nothing suitable they ask if I want anything else. The staff motto is 'no problems, only solutions'. Just ask and they will try their best. The Friends of Abbeyfield come in and we have stimulating conversations. The area supervisor visits regularly, asks how we are and sometimes joins us in the dining room. I have been involved in choosing the staff. A lady came with her daughter and I was asked if I would show them my room and speak to them regarding Abbeyfield. The atmosphere is of good company, companionship, politeness and respect."

"It's my home and I have my own things. I have a fantastic view onto the Clyde. I am very happy and well looked after. There's help with meals and laundry and someone to talk to if you are worried. Staff are there if you need them. They are magic. When I first came here I was upset and staff heard me crying because I missed my garden. The next thing I knew I was in a taxi going to the garden centre for some plants, so I am now the gardener and we have bird feeders in the garden now. We get taken places, out for lunch and trips and we have tea dances. You don't get stagnant here. People come in and entertain us. Friends and family are always welcome. We recently took on a new supervisor. I wasn't keen on one applicant and they do listen to you. We see the managers when they come from Edinburgh. It is very well run. A few of us had been saying that the place needs done up and out of the blue painters were painting up and down stairs and some new furniture appeared! They put up a really big mirror so we could see the view. It's that good my daughter wants her name in when it's her turn. But I would like it if they could take us out more."

"It is an excellent place to come. Staff are very good. I can't fault them, they all do a wonderful job. I have started a keep fit class and art class, before that there was nothing. One of the housekeepers will play bingo. There's no difficulties with my friends visiting. I would like to see someone on duty until about 10.30pm. Just now staff leave about 6pm and we're on our own. We seldom see managers. The service is generally well run. There's never enough money but I don't want my costs going up. We could have a better system with the post. If you don't see the postman coming in you wouldn't know if you had any post."

"I am happy living here. I can go out when I want. Staff treat me well. They fix my TV and cook my dinner."

"Staff help me at mealtimes and they give me a cup of tea in the morning. I do my own washing but help is available if I need it. I feel safe. During the night I have a buzzer to press if I am in difficulties. I go out walking with a friend who lives here. The service looks nice after being redecorated. It's clean. Staff assist me with my mail and give me time. There aren't a lot of staff changes. Meetings and discussion are held amongst staff and residents. I would like more quizzes and more activity, for example, exercises to build up muscles."

"We are not involved in menu planning but the housekeeper knows what our individual likes and dislikes are."

"It has changed now we are a national organisation, so management feels more remote. However, we know the area supervisor and she joins us for tea once per month."

"My support plan tells people about my background, what I like doing and helps me get what I want for myself. For both the fun things and the not so fun. Staff encourage me to go out and meet new people, join in with the community and sometimes suggest to try different agencies, for example, befriending. They arrange appointments for me. I can't speak very well and they take the time to work out what I am saying. Staff encourage me to do the exercises I've been given to improve my mobility. They look after me when I am sick and contact my family and professionals and let them know what is happening with me. They talk to me about

difficult decisions. They know me well and if I run out of stuff they order it for me, sometimes clothes. I can't go out shopping or make myself understood to strangers so they try to sort things out with me. Staff always make time for me and I am never looked over or missed. There is only one staff member on at a time so sometimes I have to wait, but not for long. We sometimes have meetings where we discuss food or other issues. They also come and talk with me in my room and ask my opinion. I don't know what training they get. The house is a bit tired in décor but I don't mind. I have my room how I like it. The house is clean and meets my needs."

"The support is excellent. The staff are fantastic. Contact with the senior staff is good. The support has been a total help and improved my relative's wellbeing. I'm confident in staff to provide care if I don't visit every day."

"The service has definitely made a difference. Before, my friend stayed in sheltered housing and although carers were going in she was not eating properly or taking her medication. Since moving to Abbeyfield things are improving, she is getting up and dressed and becoming more sociable. It is an excellent place for someone you love, to feel secure and well looked after with home cooking. It is very friendly and has a homely atmosphere. They've installed a lift, which makes it easier for those with mobility problems. Staff are very good. Housekeepers try to do some activities but the residents are not overly keen on it. I've helped as well, we started a music for life activity. If staff are worried about her they will phone me. The housekeepers are very hard-working and do the best they can for residents. The managers are too remote, they could be in touch with residents more."

"It's a good place. The staff are good and kind. Staff try to get my relative involved with things that are going on but he prefers his own company. They could do better by encouraging him to socialise but I know they can't force him. They ask him about meals and accommodate him with alternative meals. Abbeyfield only has someone on duty until early evening. If something happens overnight he has an alarm but with short-term memory loss I am not sure if he would remember to pull it. The service is well run. The biggest gripe is the cost involved."

"It's a very good place. Staff are very helpful, they let me know how she is getting on. People are free to go out and about, they are well fed. The residents get on well and there's a nice atmosphere. My relative is encouraged to do things for herself. There are various groups come in to Abbeyfield, school children, there's a man who plays the piano. They encourage family and friends to visit. There are questionnaires on how to improve the service. I know the managers and have attended meetings with them. It's a charity and they run it very well. It would be good if it was staffed at night but the residents might not want to pay any increase in cost."

"My relative is well looked after. The house is homely and staff are caring. They have good food and having regular meals has made a difference. There is company - but only three residents just now. I don't know if the place is going to close. We used to have meetings with someone from Edinburgh but this has stopped. They could do more with the residents within the house to inject more life into it with more entertainment. The entrance needs updating. They could keep us better informed and I've spoken to the supervisor about this."

"It's a good service, a friendly and homely place with a nice lounge. The meals are lovely. I have peace of mind knowing my relative is there. There is no one during the night, just an alarm call. I would like more consistency of staff and overnight staff."

"The service is independent living, with supervision during the day and meals in the dining room. Regular meals have improved my relative's health, with better care of diabetes. The service has helped them remain independent. There isn't as regular contact with managers as there used to be."

"My relative is well looked after and seems happy. The house is secure but she still has independence. She has her own furniture which makes you feel as if you are still at home. Following admissions to hospital she was

weak and the staff always made sure she was OK and would bring her up a sandwich if she didn't want a meal. It's ideal as she has company and feels secure. She goes to the church and attends a couple of clubs. Friends and relatives come and go. If she is sitting in the lounge she likes that she can take visitors up to her room and make them tea. Staff come round every morning. Staff are always nice and helpful and tell us if anything is worrying them. I have seen manager the odd time and spoke to her prior to my relative moving in."

"The staff are fantastic. They held a vacancy for my relative and he was offered a trial period. I like the Abbeyfield ethos."

We contacted a small number of **professionals** for their feedback on the service. Comments included:

"The staff identified that one of their clients was not being effectively supported in his arm chair and made a referral for an assessment. They were keen to enable him to continue participating in activities that he enjoys. The staff team made time to be a part of the assessment, were consistently available, responded quickly to messages, or contacted us if they had feedback. One housekeeper was very proactive in working with the client's family in an appropriate way. This joint work improved the client's living environment and made it easier for him to see his TV, which is very important to him. The referral helped protect the client as we identified that he was looking down to see the TV and that this was impacting on his posture. The combination of an alternative seating system and raising the TV has helped alleviate this problem. Staff demonstrated a good level of knowledge and they clearly know their individual clients well and actively work to support them."

"I have always found the staff very skilled and knowledgeable when dealing with them. I have also found managers very available, responsive and helpful."

"Working with Abbeyfield has always been very positive. The area supervisor strives to meet each individual service user's outcomes. She communicates and works extremely well with social work, she works collaboratively by ensuring all relevant information is shared. Staff are very open to learning and are keen to enhance their skill set. This was demonstrated when our dementia trainer held a dementia awareness session and all staff attended. Abbeyfield are progressive in their outlook and continue to provide a welcoming, and supportive environment for all service user's."

"I have found them to be an incredibly reliable service. They make us aware of any changes to the service or any concerns relating to service users. The service ensured that one gentleman was able to remain in the community when it appeared that he would need to be cared for in long-term care. They have allowed him to remain as independent as possible and made him feel at home. It is clear that all staff build positive relationships with service users and are very aware of what is required in meeting their needs and maintaining their safety. The area supervisor is always responsive to questions and forthcoming with suggestions. She is keen to ensure that the service works effectively and is personalised to the service users as much as is possible."

"Abbeyfield have shown an interest in working alongside social work by supporting clients who need additional support, but do not necessarily require long-term care. The area manager met with us and families to discuss support plans and how individual's needs could be met. She was open to further learning with regards to people with complex needs, such as dementia and other mental health illnesses. She shared her experience and knowledge with the staff within Abbeyfield to ensure that each individual need is being met. She shares relevant information with us and other agencies for the benefit of the client. Her communication and observation skills are excellent and she is adaptable to any changes in support, for example, when support changes at the last minute she communicates this well to the relevant parties which ensures that service users are well supported."

"The service has the residents best interests, and safety as a priority. The caretakers are always friendly and encouraging towards the residents. They really benefit from their get up and go attitudes. This makes residents

more willing and inspired to do things independently as much as they are able to. Staff are always helpful and willing to aid in any way possible. They often put their wealth of experience into good practice when it comes to motivating residents. I have only once encountered one staff member whose tone seemed slightly condescending towards a resident. Recently a lady's mobility had declined and she struggles with the stairs. They organised for her to move downstairs to another room to make it easier for her. I was told by the resident she was not so keen to move as she enjoys the room she is in but that the manager did not give her a choice. Because there is a stair lift she was confused as to why she had to move. I have never contacted the managers as I raise any concerns to the caretakers. I am unaware of the structure of Abbeyfield and which managers would deal with which issues and have no contacts for them. I have only had issues with the telecom system to gain entry at the weekends and I informed the staff. I imagine that this would have been passed on to their managers and it was resolved quickly."

## Self assessment

We are not requesting self assessments from providers for this inspection year. Issues relating to quality assurance, acting on feedback from people using the service and the quality of the service's improvement plan are considered throughout the inspection.

The Scottish Government has launched new Health and Social Care Standards. Services should be raising awareness about the new standards and explore what they mean in their specific setting. The standards should also be shared with people experiencing care and their representatives. The new Standards are available at: <http://www.gov.scot/Resource/0052/00520693.pdf>

## 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

This service was delivering a very good housing support service which was valued by residents, families and professional partners. The service delivered the right level of care for people.

The quality of support plans had improved. These were personalised, focussed on people's abilities and strengths and recorded the personal outcomes they wished for themselves. These were generally up to date, clear and regularly reviewed with the resident and their representatives. Areas discussed and any actions agreed were recorded.

The service demonstrated major strengths in supporting positive outcomes for people. Residents felt valued for who they were and what mattered to them. They were encouraged to have fun and enabled to get the most out of life. For example, one person had requested an additional garden path and a bench to be able to fully enjoy the flower beds and another had gained permission to put up a greenhouse in order to continue a passion for gardening. One house was doing a great job of meeting the needs of older people brought up in rural Aberdeenshire, with lots of reminiscing and appreciation of people's experience of farm life.

Residents were supported to maintain links with families and their local community. Some houses were lively with activities, volunteers and links with nurseries or schools. Staff were enthusiastic about new ideas which would benefit residents. For example, inviting Playlist for Life to become involved, buying record players and LPs; using technology for fun and connecting with distant families, building links with groups offering additional social activities such as Contact the Elderly.

We saw records detailing people's experiences and ensuring positive outcomes. These included: allowing someone who was grieving the time to talk, which resulted in improved mood and resilience; encouraging someone to move around more meant they felt less sore and stiff as a result. One house was trialling 'seated yoga' and another had really valued taking part in our Care about Physical Activity programme. See <http://www.capa.scot/>

People's health benefitted from regular home cooked fresh meals. People could make their own snacks and drinks but enjoyed the shared, relaxed meal times. This provided a structure to each day which particularly benefited people living with dementia, as it provided focal points and the chance to enjoy others' company. At one house, people had really enjoyed having food taster sessions where oatcakes and butteries were tested and the winners included on the shopping list.

The service had very good links with medical and other professionals and with local agencies providing visiting support for personal care. This meant important information was shared and people's wellbeing was prioritised.

Residents were consulted about their home environment. Residents were pleased to tell us about recent refurbishments. Others commented that areas were in need of upgrade. Managers were aware of these views and were working to a planned schedule for each house, taking account of best practice in creating dementia friendly environments.

Residents praised their house staff. Abbeyfield's values informed staff practice which was warm and respectful. Staff were skilled and observant, offering reassurance and diffusing any tensions. They were alert to changing health and there were good systems for staff to pass on important information. Staff had opportunities to discuss their work at team meetings and training events. Staff said they felt well supported and had easy access to managers. Records showed that the frequency of supervision had improved.

Area supervisors visited houses regularly and meet with residents and staff. They also met together as a management team. We saw they worked well together, questioning and problem solving and keeping abreast of good practice. Managers evidenced skill and compassion in care planning and decision-making. We heard examples of the approach taken which demonstrated that business demands did not overtake residents' needs.

The service was effective in delivering continuous improvements. There were a range of surveys, audits and checks which contributed to efficiency, safety and quality assurance. Managers had worked hard to improve the consistency of service, however each house retained its individual character. The management team were open to individual solutions where appropriate.

The service was evolving to meet changing demand for this type of service. We were satisfied that this was well-managed and that staff received any necessary training and support through this transition.

## What the service could do better

Managers agreed to consider adult protection training with their local Council (level 1 for house supervisors and level 2 or 3 for managers).

We made a small number of suggestions, including:

- Enhancing people's participation in the use of their home, activities and menu planning.
- Offering 'easy read' formats for some documents.
- Streamlining support plans, risk assessments and reviews to make these more straight forward.
- Exploring the new Standards; the SSSC and the Codes of Practice at staff induction.

## 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
21 Nov 2016	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed 4 - Good Not assessed
7 Mar 2016	Announced (short notice)	Care and support Environment Staffing Management and leadership
		4 - Good Not assessed 4 - Good 4 - Good
30 May 2014	Announced (short notice)	Care and support Environment Staffing Management and leadership
		3 - Adequate Not assessed 3 - Adequate 3 - Adequate

Date	Type	Gradings	
22 Feb 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership	3 - Adequate Not assessed 3 - Adequate 3 - Adequate
13 Oct 2011	Announced (short notice)	Care and support Environment Staffing Management and leadership	3 - Adequate Not assessed 3 - Adequate 2 - Weak
14 Dec 2010	Announced	Care and support Environment Staffing Management and leadership	2 - Weak Not assessed 2 - Weak 2 - Weak
25 Mar 2010	Announced	Care and support Environment Staffing Management and leadership	3 - Adequate Not assessed 2 - Weak 2 - Weak

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