Dawson Court Very Sheltered Housing
Housing Support Service

Victoria Terrace
Turriff
AB53 4FP

Telephone: 01888 568925

Type of inspection: Unannounced

Completed on: 13 August 2019

Service provided by: Aberdeenshire Council
Service provider number: SP2003000029

Service no: CS2013317508
About the service

Dawson Court is a very sheltered housing complex located in the market town of Turriff. The service provides both housing support and a care at home service. This report reflects on the experience of tenants living in the complex that were registered for housing support only. This applied to two tenants.

Tenants have the option of having their meals provided at an additional charge. There are large well furnished dining, sitting and hobby rooms within the complex. Dawson Court is close to local shops, clubs, churches and cafes. Staff are on duty at all times in the complex.

The philosophy of Housing Support is:

“We aim to enable tenants to live independently in their own homes for as long as possible and to co-ordinate access the services they need to maintain the quality of their lives. We are committed to providing support to tenants who require assistance to lead independent lives.”

The care and housing provider is the Local Authority and registered with the Care Inspectorate on 13 September 2013.

What people told us

We sent 20 questionnaires to the service to ask tenants to complete. We received no completed questionnaires back. We spent time during our inspection speaking with tenants to help us assess what life was like day-to-day. We used what those tenants said and other tenants who were in receipt of care and support to inform our inspection, for example:

“I like it fine here. The quinnes are affa fine”.

“The meals are lovely. Plenty of choice and its food I am used too”.

“I would speak to any staff member if I had a concern”.

“If I buzz it’s answered quickly”.

“I have met the new manager. Seems very nice”.

“There is less going on now that the day care has gone but I like coming to the bingo and the concerts”.

“I am quite happy staying in my own house reading. There is plenty of books to pick from and the library is just up the street”.

“I like to sit out on a fine day. The seats out the front are fine to sit on, I pass the time of day with people walking past”.

“I have struggled to make friends since moving in. More acquaintances”.

“I went to the last meeting. I found out a lot and I met the new manager”.

“I enjoyed coming down to join in the day care. I was encouraged to try new things. I miss it terribly”. 
“We concluded that tenants were generally happy with the quality of their lives at Dawson Court.

**Self assessment**

We did not require the service to submit a self-assessment prior to this inspection. During our inspection we reviewed the service’s development and improvement plans.

**From this inspection we graded this service as:**

- Quality of care and support: 4 - Good
- Quality of staffing: not assessed
- Quality of management and leadership: 4 - Good

**What the service does well**

We assessed the service to be performing to a good standard in relation to the 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 good quality.

The staff team was stable, this meant that there were good working relationships. Staff knew all tenants very well and were mindful of their preferences. We were told “I wouldn’t hesitate approaching staff with a worry or problem”.

People were living in their own homes within the complex thus we did not inspect the quality of the environment. However we were told that any concerns with housing or repairs were easy to report and that these were acted upon. It was encouraging to be told that staff assisted tenants with this if additional help was needed.

Tenants in receipt of housing only had the option to have their meals in Dawson Court. This would be an additional cost. We were told “meals are just lovely”. We saw from the menu that their was a choice of meal at the point of service and that the meals looked appetising. We discussed at feedback the set seating plan for meals. We observed staff not offering tenants a choice of where they wanted to sit at mealtimes. With this rigidity, there was a risk of newer tenants being isolated and missing out on the social aspect of meals and the ability to make new friendships.

Tenants in receipt of Housing Support could attend any activity or social event occurring in the complex. There had been a decline in the frequency of activities due to the cancellation of the day care service. Tenants we spoke with said that this had a negative impact on their lives however they were encouraged that at the tenants meeting the activity programme was discussed and that there were plans to improve this important aspect of life at Dawson Court.

“People should be able to choose to have active lives”.

The provider had ensured that car parking facilities were appropriate in number and accessible for tenants who continued to drive. This helped those tenants continue to enjoy the ability to independently enjoy trips out.
There had been a change of manager since our last visit. It was positive that tenants we spoke with knew the manager and said that she was available for any questions or concerns they had.

Tenant meetings had occurred and there were minutes available for people to read. It was encouraging to read in the minutes that not only were meetings seen as information sharing events but as an opportunity to ask tenants what they wanted and how life in Dawson Court could be improved. This showed that the manager was committed to the needs and wishes of people being at the forefront of the improvement agenda.

**What the service could do better**

It is important for tenants to have access to information to enable them to make informed choices about services they may require. It was positive that the manager was planning to update the welcome pack with a list of essential contact numbers. We will follow-up the progress of this at our next inspection.

**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

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<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
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<tbody>
<tr>
<td>19 Jan 2018</td>
<td>Unannounced</td>
<td>Care and support: 4 - Good</td>
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<tr>
<td></td>
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<td>Environment: Not assessed</td>
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<td></td>
<td></td>
<td>Staffing: 4 - Good</td>
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<td></td>
<td></td>
<td>Management and leadership: 4 - Good</td>
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<td>29 Jan 2016</td>
<td>Announced (short notice)</td>
<td>Care and support: 4 - Good</td>
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<td></td>
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<td>Environment: Not assessed</td>
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<td></td>
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<td>Staffing: 5 - Very good</td>
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<td>Management and leadership: 4 - Good</td>
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<td>16 Mar 2015</td>
<td>Announced (short notice)</td>
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