

Jarvis Court Very Sheltered Housing Support Service

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Type of inspection:
Announced (short notice)

Completed on:
19 April 2023

Service provided by:
Aberdeenshire Council

Service provider number:
SP2003000029

Service no:
CS2013317592

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 10 people. The housing provider is Osprey Housing. The provider of care and support is Aberdeenshire Local Authority.

At the time of our inspection there were 20 tenants receiving care and support.

Jarvis Court is in the fishing town of Fraserburgh and enjoys a location to shops, cafes and churches. There are landscaped gardens with clear pathways and 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.

About the inspection

This was a short notice announced inspection which took place on 14 April 2023. The inspection was carried out by one inspector from the Care Inspectorate.

To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with 11 people using the service and four of their family
- spoke with staff and management
- observed practice and daily life
- reviewed documents
- spoke with one visiting professional.

Key messages

- People were very positive about the staff team, saying they were kind, caring and compassionate.
- Relatives said their loved ones health and wellbeing had improved since moving into Jarvis.
- People were very happy with the quality of their lives in Jarvis court. They were seen as experts and supported to make their own decisions.
- The activities programme was varied and full. People said that their days were busy and there was always something to do.
- People's health and wellbeing had improved since moving into Jarvis. Keeping active and physically fit was encouraged and this helped people to keep well.
- The outside space was landscaped and very easy to access. People said that time spent outside enriched their lives.
- The staff team had an improvement focused approach and wanted to help people get the care and support they needed and wanted.
- The staff team were all valued and valued by the management team. Every staff member felt able to, and were given the opportunity to contribute to any change or development in the service. This helped staff feel valued and respected.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	5 - Very Good
How good is our leadership?	5 - Very Good

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

People were very happy with the quality of their lives in Jarvis Court. Many people said that their health and wellbeing had improved from the day of moving in. People said, 'every day is a joy', 'could not think of a better place to live' and 'my mental health has improved since moving in'.

Relatives particularly spoke about the 'kindness and compassion' shown by staff. There was awareness of the impact that using negative words or phrases when updating relatives with the changes to the health needs of their loved one. In particular people with dementia and changes to their behaviour. Updates were provided without labels being attached. This was greatly appreciated by families, who said that their respect for the staff team was influenced by the kindness and compassion shown to them and their loved ones.

Staff were visible throughout our inspection. People said they never had to wait for assistance. Staff took every opportunity to stop and engage with people and these interactions resulted in very positive outcomes. Humour was used to good effect and laughter and chatter was heard throughout the service. People said that staff 'were just toppers' and 'the staff helped make life so good'.

Everyone said that staff were respectful when visiting people in their homes. This was very important to people. Many people spoke about having 'their own front door' and when staff visited, their home was 'never the staff's workplace'.

When new tenancies were being considered, there was a robust discussion held to ensure that anyone moving in, would be able to be comfortable and have their needs met. It was also important for consideration to be given to how well the person will adjust to living in the service. The time taken to ensuring the appropriateness of admissions, meant that the harmony and happiness in Jarvis, was not disrupted.

We felt that the principles of the Health and Social Care Standards, greatly informed the staff practices and their day-to-day role. This meant that people would experience relationships with staff that were compassionate and respectful.

Many people said that their health, in particular their mental health, had improved since moving into Jarvis Court. People spoke about loneliness and isolation prior to moving in. However, they quickly experienced friendships that had flourished. People spoke about how companionship and the sense of being part of a community had enriched their lives. The staff team had created a culture of warmth and inclusion, that had helped people to feel welcome and valued.

All staff were involved in supporting people to remain active and engaged. The activities available were varied and plentiful. What people wanted to do, greatly informed what happened daily. Some people spoke about their preference for privacy and how this was respected. People were aware of what activities were on offer, however, never felt under pressure to take part.

People were supported to keep healthy through regular exercise. Regular exercise classes and the walking

group were enjoyed by many people. People said they were more 'able and felt healthier' due to all 'the moving about'. We felt that the relaxed and humorous approach to supporting people remain active, helped keep people engaged in these sessions and contributed to the popularity.

People had been asked for their input into the upgrades for the garden. The landscaping had been completed to an excellent standard and people spoke about how the gardens had enriched their lives. The doors to the gardens were open and people independently or with staff or family, spent time walking round the garden stopping at the various points of interest. The importance to people's wellbeing of having access to fresh air and time outdoors, had been recognised by the service.

People were recognised as experts in their own experiences. What they wanted to do and how this was to be achieved, was paramount in how the care and support was planned. People were the decision makers, and this informed how they led their lives. As a result, people experienced positive and interesting lives.

The staff team was stable, and this helped ensure that people experienced consistency in their care and support. People knew the staff and confidence in their abilities was high. Because staff knew people very well, they were able to identify changes to their health or presentation very quickly. This meant that medical input was very prompt. This meant that people got the treatment they needed and that there was reduced risk of further deterioration in their health.

People were observed to walk freely around the service. Walking aids were in a good state of repair and easy to access. People who were at risk of falls had the appropriate measures in place to help reduce the risks, however, where the risk of falls remained, a discussion took place with the person to establish how the risk was to be managed. Care plans were reflective of what the person wanted, for example one person was aware of the risks of them walking, however, they felt there was greater risks to their health and wellbeing of not being able to walk freely. Their care plan clearly identified the decision-making.

Care plans were person-centred and reflective of what was important to people. This would help people continue to experience positive outcomes because they were in the right place to experience the care and support, they needed and wanted.

People were very positive about the quality of the meals. We felt the meals looked appetising. People said, 'the meals are lovely' and 'it is food I know'. The mealtimes were a very social event and people saw this as an opportunity to catch up with friends and 'have a blether'.

Relatives spoke positively about the in-house review process. They felt it gave them an opportunity to be informed and involved in the care and support their loved one received. It was important to establish what people wanted and find out what was working and what needed improved. The staff team were committed to ensuring that people got the care and support they wanted.

How good is our leadership?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

People were supported to have their say. Regular meetings took place that enabled people to hear what was going on in the service and gave them the opportunity to voice their opinions. These opinions were then used to inform any changes. This meant that people felt valued and included.

People said that the management team and staff group were all approachable. This meant that people could raise ideas or speak about concerns they had. Everyone said they had confidence that any concern they had would be acted on.

People were involved in their care reviews. This gave them the opportunity to say if their care and support was right and if any changes were needed. The service wanted people to experience care and support that was right for them. This demonstrated an effective review process.

The service had a clear timetable of which audits had to be completed and when. This meant that the audits were reflective of a need in the service. Where a deficit in care or a concern had been identified, closer oversight was undertaken. This helped make the quality assurance reflective of the needs of the service.

Quality audits were regularly undertaken, such as, medication, nutrition, and infection control, were all assessed for compliance. Any improvements identified through these audits was then summarized and acted on. This meant that safe practices were maintained.

Quality assurance was seen as the responsibility of all staff and delegated to individuals. This meant that audits were undertaken regardless of who was on duty. This helped create an improvement focused culture within the service.

The management team and staff had recognised what was important to people and what they wanted. There was an improvement focused culture in the service, and a determination to ensure that people continued to have positive experiences.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.1 People experience compassion, dignity and respect	6 - Excellent
1.2 People get the most out of life	6 - Excellent
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good

How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good

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