

Eildon Care and Support West Housing Support Service

The Weaving Shed
Ettrick Mill
Dunsdale Road
Selkirk
TD7 5EB

Telephone: 01721 729986

Type of inspection:
Announced (short notice)

Completed on:
6 September 2023

Service provided by:
Eildon Housing Association Ltd

Service provider number:
SP2003001963

Service no:
CS2021000236

About the service

Eildon Care and Support West provide combined care at home and housing support services within two extra care housing developments:

Dovecot Court in Peebles - 37 two bedroomed self contained flats.

Wilkie Gardens in Galashiels - 35 one bedroom and 4 two bedroomed self contained flats. Wilkie Gardens also provide an integrated meal service within a communal dining area.

A team of onsite staff, at each development, support tenants to maximise their independence through the provision of personalised care and support. This can range from a number of visits per day to emergency on call only, if required.

The service provider is Eildon Housing Association Ltd.

About the inspection

This was a short notice, announced inspection which took place at Dovecot Court, Peebles on 29 August 2023 and at Wilkie Gardens, Galashiels on 30 August 2023.

The inspection was carried out by one inspector from the Care Inspectorate. Alongside our visit, we spent time examining evidence remotely and having communication via email and phone with staff, relatives and other professionals.

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

In making our evaluations of the service we:

- spoke with 17 people using the service and had correspondence with 5 relatives
- spoke with 14 staff and management
- observed practice and daily life
- reviewed documents
- received feedback from other professionals.

Key messages

- People felt their voice was listened to.
- Management had very good oversight of each development.
- Staff were kind and respectful.
- An active programme of events was organised which at times involved the local community.
- There was a positive learning culture embedded within the organisation.

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
How good is our staff team?	5 - Very Good
How well is our care and support planned?	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 and support provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

People told us the staff team were kind and respectful and were always there when needed. One person described staff as 'very efficient and compassionate. 'Some people told us they felt listened to and felt able to talk to staff and management about any issues or worries they had. 'They take the time to listen to what you're saying.' 'You can talk to them, they don't make me feel embarrassed.'

Some people were delighted to be able to have their long loved pets move in with them which had made the transition to extra care housing much easier.

People could be confident their voice would be heard and their citizenship rights would be actively supported.

A tenant at Dovecot Court organised a very active Friends of Dovecot committee. Regular meetings took place throughout the year and daily activities were organised to suit people's interests. The local community were invited to participate at various events, for example, dementia choirs or family, staff and friends dog shows.

Similar events took place at Wilkie Gardens where partnership working with another provider had enabled a new Dementia Cafe to be organised within the communal dining area. Everyone spoke of having plenty to do if they chose to join in or to learn new skills. One person told us: 'I wish there wasn't so much so I could have a wee snooze!'

People could be confident any complaints they raised would be addressed. There was an open and positive culture embedded within the organisation where management listened to and responded to concerns appropriately.

Staff were proactive in support of people's changing needs and where tenants may become distressed. A family member told us: 'staff will often pop in if my relative is a bit confused, make a cup of tea and spend time with them.'

We saw within daily notes numerous comments about reassurance for people: 'X called for assistance saying they were scared, I reassured them we were there and helped get back into bed, stayed until they were settled.'

People's health needs were managed well with support from local health professionals. A district nurse told us: 'We find the support given by the service is, without exception, excellent. Carers not only carry out care needs but they spend time with their clients, are a friendly face, and clearly build up good relationships. We have seen the care team give exceptional support.'

There had been a number of medication errors since registration. Senior management had developed specific systems to review these when they occurred. These systems had reduced the number of errors happening and enabled managers to ensure learning was gained for all.

Guidance was always sought from health professionals to ensure people's welfare was not compromised when an error occurred.

Some people considered their meal experience was not the best. Although the food was good, they felt meal times could be rushed or they were not given what they had chosen. We asked management to review the dining experience for people to enable improvements to be made.

How good is our leadership?

5 - Very Good

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

The management teams were very proactive with a clear vision to provide high quality care and support. Through motivating staff to continually reflect and learn together which in turn empowered people living at the developments to achieve their goals.

People told us management were approachable and some staff told us they felt part of the organisation, not just their team. Some relatives, however, felt information was not always cascaded to staff. We asked for this to be reviewed to ensure important information was not being missed.

Detailed quality assurance systems provided very good evidence which enabled management to identify opportunities to continually develop and learn. The quality assurance manager was in the process of completing an in depth self-evaluation which was linked to the Health and Social Care Standards and the Care Inspectorate's Quality Framework. This would in turn add to their responsive improvement plan. Additional areas had been included within quality audits following feedback at other Eildon registration inspections. This reflected their culture of continuous improvement.

There was very good management oversight of both developments and we had confidence fluid and stable leadership teams were in place who worked hard to provide reassurance to supported people and their relatives.

How good is our staff team?

5 - Very Good

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

Staff had a very good range of comprehensive training and support available to them to ensure they had the skills and knowledge to support people well. However, there were a few gaps and not all staff were up to date with their on line training.

Staff spoke of feeling very supported and would regularly receive feedback on their practice which they appreciated and helped their development. This could be either through supervision or through any observations made.

Management were proactive to ensure staff practices were reflected on constructively to enable staff to be confident and competent in their role.

Very good medication training packs had been developed. We advised to add in some scenarios relating to 'as and when' (PRN) medication. This would further enhance staff skills and continue to improve people's experiences.

Management had a very positive learning ethos and we were reassured learning from the inspection would be taken on board.

How well is our care and support planned?

5 - Very Good

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

We saw evidence of some very good detailed guidance to aid staff when supporting people using mobility equipment safely. These were developed with the person, their relative and any allied health professional, if required, and updated when any changes occurred.

Some support plans contained visual guidance to aid staff when positioning a person correctly when using equipment to keep them comfortable and to feel safe.

There were a few areas within some plans which would benefit from more information relating to supporting someone who was experiencing distress or needed some encouragement. Overall, support plans held very good information to support people effectively.

Some relatives asked about being able to access their loved ones support plan remotely and this is something senior management are currently pursuing.

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	5 - Very Good
1.2 People get the most out of life	5 - Very Good
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

How good is our staff team?	5 - Very Good
3.2 Staff have the right knowledge, competence and development to care for and support people	5 - Very Good

How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

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Care Inspectorate
Compass House
11 Riverside Drive
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