

# Jarvis Court Very Sheltered Housing Support Service

Christian Watt Drive  
Fraserburgh  
AB43 9TG

Telephone: 01346 417 350

**Type of inspection:**  
Unannounced

**Completed on:**  
13 March 2026

**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 and care at home. The provider of care and support is Aberdeenshire Council. At the time of our inspection there were 19 tenants receiving care and support.

Jarvis Court is in the fishing town of Fraserburgh close to local amenities. There is a well-maintained enclosed garden within the complex.

## About the inspection

This inspection took place on 10 and 11 March 2026. The inspection was carried out by two inspectors 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 10 people using the service and three family members
- spoke with 13 staff and management
- observed practice and daily life
- reviewed documents
- reviewed 24 survey responses.

**Key messages**

- People were treated with dignity and respect, promoting their quality of life.
- People's care was personalised meaning they got the right care at the right time.
- Staff were knowledgeable and skilled, ensuring people experienced high levels of care.
- Staff worked well together, so people experienced consistency in their care.
- People's choices were key to their care, promoting independence.

**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 staff team?	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 treated with dignity and respect. Staff knew people well and supported their choices and preferences. For example, people chose what activities to take part in. This meant people felt in control and valued.

Staff worked well with external professionals. For example, occupational therapists and community psychiatric nurses. One professional told us, "Everything is dealt with professionally and with care and compassion". This meant people got the right help from the right people.

Staff communicated very well with each other and the team worked well. Relevant information was shared and there were systems in place to support good communication. For example, daily notes and minutes from meetings. This meant people experienced continuity and consistency of care.

Staff supported people to communicate well. For example, some people's hearing was impaired, so information was relayed at an appropriate pace and volume. This supported inclusion and engagement.

People were included in decisions about their care. Personal plans were detailed and reviewed regularly, reflecting people's changing needs. For example, increased support for people whose illness had progressed. This promoted autonomy and choice.

Medication management was good with audits in place. Staff were knowledgeable and confident with many aspects of administering medication. Some medication needed dating when it was opened. Leaders agreed they would remind staff about this. Some recording of medication was unclear. New paperwork detailing use of 'as required' medication was put in place. This will ensure medication is used effectively.

The food provided was high quality. Meals were freshly prepared and special diets were catered for. For example, when people needed softer textured food. People were consulted on menus and there was choice available. People spoke positively about the food with comments such as "it's smashing" and "food is great in variety". People's health was promoted and supported through good nutrition.

People were encouraged to take part in activities that were important to them. Staff supported people to maintain their interests. For example, gardening equipment had been purchased as this was important to people. This meant people continued to enjoy things that mattered to them, supporting their wellbeing.

## How good is our staff team?

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 benefitted from a high performing staff team. We observed staff working well together to ensure everyone got the right level of support. Feedback from people and their families was very positive with comments including, "staff are very good, excellent in fact, every one of them is caring". This meant that people experienced high levels of care promoting confidence and trust.

Staff supported one another. We saw staff interacting kindly and respectfully with each other. Staff spoke about the importance of teamwork and we saw this in action. This created a warm and welcoming atmosphere for people and their families.

Leaders knew staff very well and encouraged feedback. Staff spoke about feeling valued and supported in their roles. This promoted positive outcomes for people who could rely on consistent care.

The staff team benefitted from regular person-centred and constructive discussion about their work and the quality of people's care. For example, the staff team discussed and agreed to change their break times, which meant people were well supported at lunchtime.

Staff numbers were informed by people's needs. Leaders assessed people's needs daily, with input from staff. This meant people had flexible care that met their needs.

## 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).

## Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
How good is our staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

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Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

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