

Eildon Housing Association - Sheltered & Very Sheltered Housing Housing Support Service

The Weaving Shed
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Type of inspection: Unannounced
Inspection completed on: 21 September 2017

Service provided by:
Eildon Housing Association Ltd

Service provider number:
SP2003001963

Care service number:
CS2004056796

About the service

The service has been registered since 2004.

The service is provided by Eildon Housing Association, a Registered Social Landlord. Eildon Housing Association Ltd was founded in 1973 and has charitable status.

Sheltered and Very Sheltered Housing is provided to older people in the Scottish Borders area.

The service has two sheltered and three very sheltered developments in Melrose, Peebles, Galashiels and in two locations in Hawick.

The service states they are "Committed to excellence in providing housing, care and support services for the individuals and communities we serve. A major part of the role of staff involves being aware of and responding to tenant's needs to ensure their health and well-being".

For the purpose of this report we will refer to service users as "tenants".

The housing support is provided by co-ordinators and assistant co-ordinators. For the purpose of this report we will refer to all support staff as "co-ordinators".

What people told us

We visited three of the five developments during the inspection. These were Millar House in Melrose, Oakwood Park in Galashiels and Frank Scott Court in Hawick.

Tenants were complimentary and spoke positively of the quality of the service they received. Responses are also from our care standards questionnaires. Comments included;

"I have no complaints about the service provided, it couldn't be better".

"We are very happy with the consideration since we have received since we came to Riverside House".

"This is the best move I have made. I feel safe and secure and staff are always willing to help when asked. They cannot do enough for us, it is great. We can have as much privacy as we want. I am sure we have the best staff we could have and nothing is too much for them!"

"Excellent service regularly updated. We are very satisfied with attentive and kind attention and reassurances that are promptly given. Riverside is the most splendid place to live and the aids to communicate give a good measure of reassurance. We are so pleased we moved her".

"The staff are great".

"It is very nice and we love living here".

"I am extremely happy. Staff are tremendous and they are always here if I need them even if they have to drop what they are doing. I feel very safe here".

"I have settled in really well here and meeting other people".

"The staff are great, they check on me everyday".

"I am very well looked after".

"The staff are really awffly nice!"

"Absolutely wonderful we have a right laugh".

"If you get any letters you don't understand they help you and explain everything".

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.

From this inspection we graded this service as:

| | |
|--------------------------------------|---------------|
| Quality of care and support | 5 - Very Good |
| Quality of staffing | 5 - Very Good |
| Quality of management and leadership | not assessed |

What the service does well

The service was well managed and a coordinator always met with prospective tenants to undertake a housing support needs assessment prior to a tenancy agreement being made. This identified housing support requirements, classified as high, medium or low, to ensure the correct balance was achieved within each development.

Each person had a support plan in place (unless they chose not to disclose information) and there was evidence that these were regularly reviewed. It was evident that coordinators had very good relationships with tenants and knew their support needs and routines very well.

Each tenant was consulted on the frequency and method of contact they would like from coordinators who were responsive to ensuring their well-being and welfare. People told us that they felt safe by being able to contact the coordinator for reassurance or in the event of an emergency, for example a fall. The support was flexible to meet any changes in tenant's needs and coordinators regularly consulted with other healthcare professionals to promote the best possible outcomes for people. An extensive training programme was in place to ensure staff were knowledgeable and competent to effectively support people. This included Dementia, mental health and first aid. Staff routinely attended Adult Protection training which enabled them to keep people safe and protected.

Service users told us that they enjoyed the activities provided. The dynamics of each development was different therefore tenants were consulted on activities and other social events they would prefer. For example, in one development there was now weekly bingo, dominoes, crafts and a gardening group. They told us;

"There are much more activities now such as bingo, dominoes and bowling which is great".

"I have been helping in the gardening which has been fantastic. I never thought I would be in a garden again".

There were very good systems in place to ensure staff were supported in their role. This included supervision meetings, team meetings and performance management and review. This enabled staff to reflect on their practice, get feedback on how they did their job, and also consider any further learning or development.

Staff were observed to be kind, caring and competent within their role and interacted with service users in a respectful manner. A major strength of the service was the staff's commitment, flexibility and dedication to providing the best possible service to tenants to meet their needs. Service users spoke very highly of staff and told us;

"Staff work very well together and could not be more pleasant and helpful. They are always there at time when extra help is needed. Our short morning visits are looked forward to and they always arrive with a smile and a cheery chat - can't praise them enough really!"

"Staff are kind and very good to me - I am very content".

"I couldn't ask for better staff they are brilliant!"

What the service could do better

We looked at the process for passing on information to relief staff, particularly where they may not have worked for a longer period of time. We saw in each location there was a relief handover folder and relief staff accessed information on the laptop when they started their shift. We received feedback in questionnaires that some relief staff felt communication could be improved. We discussed this with the manager during feedback and appreciate the difficulties faced due to the nature of the relief role. Following the inspection the manager will consider how this process can be improved.

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.

Inspection and grading history

| Date | Type | Grading | |
|-------------|-------------|---------------------------|---------------|
| 28 Jul 2015 | Unannounced | Care and support | 5 - Very good |
| | | Environment | Not assessed |
| | | Staffing | 5 - Very good |
| | | Management and leadership | 5 - Very good |
| 7 Oct 2013 | Unannounced | Care and support | 4 - Good |
| | | Environment | Not assessed |
| | | Staffing | 5 - Very good |
| | | Management and leadership | 5 - Very good |
| 20 Aug 2012 | Unannounced | Care and support | 5 - Very good |
| | | Environment | Not assessed |
| | | Staffing | 5 - Very good |
| | | Management and leadership | 5 - Very good |
| 23 Oct 2009 | Announced | Care and support | 4 - Good |
| | | Environment | Not assessed |
| | | Staffing | 4 - Good |
| | | Management and leadership | 5 - Very good |

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