

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

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Type of inspection:
Announced (short notice)

Completed on:
22 June 2023

Service provided by:
Eildon Housing Association Ltd

Service provider number:
SP2003001963

Service no:
CS2004056796

About the service

Eildon Housing Association is a registered social landlord and provides sheltered and very sheltered housing.

Eildon provides housing and support services to help older people to live independently and with dignity in their local communities.

The service is available to older people in supported housing locations in Peebles, Galashiels, and Hawick.

About the inspection

This was an announced inspection of the service which took place on 13 June 2023 between 09:15 and 16:30, 14 June 2023 between 09:15 and 14:00 and remotely on 15 June 2023 between 09:00 and 13:00. The inspection was carried out by an 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 people using the service and their families/friends. We also gave the opportunity for family/friends, health professionals and staff to complete an electronic questionnaire.
- We talked with members of staff and the management teams.
- Observed staff practice and daily life.
- Reviewed a range of documents.

Key messages

- The staff were knowledgeable about people's care needs and had genuine caring and respectful attitudes when supporting people.
- Coordinators regularly consulted with other healthcare professionals to promote the best possible outcomes for people.
- There were a range of activities that people could choose to do both in and outside of the development.
- People benefitted from very good leadership because quality assurance and improvement was led well.

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.

We observed warm and compassionate interactions between people using the service and the staff supporting them. When we visited people, we noted staff were respectful of individuals, supporting them to speak for themselves and giving people time to share their views.

Each person had a support plan in place (unless they chose not to disclose information) and regular reviews of plans were being completed. This ensured that people were involved in assessing how their needs are met along with their wishes and choices.

People were supported by a consistent staff team; it was evident that coordinators had very good relationships with tenants and knew their support needs and routines very well. This meant people had confidence in the support being provided.

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, "It's lovely knowing that someone is checking in and if we have any issues, they are there to help".

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 awareness, mental health and first aid. Staff routinely attended adult protection training which enabled them to keep people safe and protected.

An extensive activity programme was in place, giving a range of in-house and outside activities. "There is lots to do more than I can handle nowadays but I can pick and choose what I like to do and when". This meant that people could choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities on a weekly basis.

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 overall as very good.

People benefitted from very good leadership because quality assurance and improvement was led well. The management team regularly undertook numerous quality assurance audits throughout the service. These audits checked that monitoring tools were complete, accurate and fit for purpose. Managers used the audits to spot errors or identify improvements. This was used to guide staff development, whilst ensuring compliance with local policies and procedures, best practice guidance and legislation. This reassured people that the organisation providing their care is well led and managed.

Staff received regular training and spoke highly of the content. Staff were encouraged to develop their knowledge and skills. Staff practice was observed and fed directly to their supervision and appraisal, this meant that people could have confidence that their staff were trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes.

Staff and tenants' views were sought through regular meetings to ensure people had the opportunity to guide the development of the service. The manager also had a development plan in place ensuring creative ideas/plans were not lost, were kept relevant and remained a focus. This meant that people experienced high quality care and support because staff and management had the necessary information and resources resulting in positive outcomes for people.

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

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