

Eildon Care and Support West Housing Support Service

The Weaving Shed
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Telephone: 07918691620

Type of inspection:
Unannounced

Completed on:
16 January 2025

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.

At the time of inspection, there were:

39 people living at Dovecot Court and 42 people living at Wilkie Gardens.

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 an unannounced inspection which took place on the 08 and 09 January 2025. Our visit was then followed with time examining evidence remotely.

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 13 people using the service, two of their relatives and considered feedback from returned questionnaires.
- spoke with staff and management and considered feedback from returned questionnaires.
- observed practice and daily life.
- reviewed documents.
- spoke with a visiting professional and considered feedback from returned questionnaires.

Key messages

- People felt safe in their home, knowing support was always available if needed in an emergency.
- Information within care and support plans held very good information to guide staff.
- Good auditing systems, including self evaluation, were in place and meant management were able to identify areas to improve.
- Good safer recruitment systems were being followed.
- Staff were motivated and had built good relationships with people living in the services.

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 made an evaluation of very good for this key question. The service demonstrated major strengths in supporting positive outcomes for people.

Staff interactions were warm, caring and respectful and people we spoke with told us of positive relationships they had with the staff teams. One person told us: *'it's a privilege to live here'* whilst another told us: *'I'm very happy with my care, it's excellent'*. A relative told us of feeling *'part of a community'* and their loved ones felt *'secure and reassured'*. People could be confident staff would respond quickly to their needs if alerted outside their support time.

Staff knew people well and were very observant of any changes to a person's presentation or health needs. This enabled quick referrals to relevant professionals timeously. One visiting professional told us: *'I have observed staff on several occasions going above and beyond in order to ensure wellbeing needs are met.'*

The electronic system used by the service, enabled correspondence with health professionals, or others, to be recorded instantly. Both staff and management had access to this information which ensured good oversight of the chronological record of a person's health and wellbeing.

Where people required support with any aids to help with mobility, comfort or other health needs, the information within their care and support plan held very good guidance for staff to follow. This was either in written form or accompanied with visual guidance.

Good auditing systems, including self evaluation, were in place and meant management were able to identify areas to improve.

'Lets Talk' meetings gave people a voice and the opportunity to be involved in evaluating the quality of the service and support the service provides. A recent meeting included feedback from a mealtime questionnaire.

Being proactive about improvement meant people could be assured the service was responsive and continually learning. These good practices ensured positive outcome for people living and receiving support within the services.

How good is our staff team?

5 - Very Good

We made an evaluation of very good for this key question. The service demonstrated major strengths in supporting positive outcomes for people.

People could be confident staff were recruited safely with all pre-employment checks completed prior to the staff member starting employment. Newly recruited staff told us they had been supported into their role and the induction process ensured the skills and abilities required for the role were monitored. Staff were given time to complete eLearning and ongoing training was in place. This meant people could be confident staff had the right skills to support them well.

A new system for recording supervisions, called I Make a Difference (IMaD), had been introduced. We saw evidence of these being centred around the staff member's skills and opportunities to identify further development outcomes for themselves and the service.

Staff were motivated and very supportive of each other. This positive team support led to a warm atmosphere within the service and enabled good relationships to be built with people receiving support. One person told us: *'staff are a tonic, better than any pills'*.

Daily allocations identified where staff would be providing support. Although people may not have known who would be visiting, they told us they knew all the staff.

At the inspection visit, there were sufficient staff on duty. Staff had time to provide care and support with compassion and engage in meaningful conversations and interactions with people.

There were various avenues for staff to communicate about their work through daily communications; team meetings and IMaDs taking place. This meant staff had the opportunity to reflect on and share best practices; be informed; respond to changes and to identify where outcomes could improve 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
1.3 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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