

# Pleyfauld House Very Sheltered Housing Housing Support Service

Bainzie Road  
Inverurie  
AB51 4WZ

Telephone: 01467 623 372

**Type of inspection:**  
Unannounced

**Completed on:**  
28 August 2024

**Service provided by:**  
Aberdeenshire Council

**Service provider number:**  
SP2003000029

**Service no:**  
CS2016347446

## About the service

Pleyfauld House is a purpose-built very sheltered housing complex in Inverurie, Aberdeenshire. The service is provided by Aberdeenshire Council. And provides both housing support and care at home to adults living in their own tenancy.

The complex has 32 self-contained flats and the services manages 31 of these. At the time of the inspection there were 26 people receiving support from the service. There were 5 tenants who received housing support and 21 tenants who received both housing support and care at home. Tenants have access to a comfortable dining room for meals and there are lovely gardens for people to enjoy.

## About the inspection

This was an unannounced inspection on 28 August 2024 from 10:30am until 17:30pm. The inspection was carried out by two inspectors from the Care Inspectorate. To prepare for our 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 seven people using the service and five of their family
- We spoke with seven staff and management
- Observed practice and daily life
- Reviewed documents
- Spoke with visiting professionals.

## Key messages

There were very positive relationships between staff and tenants

People valued the care and support they received from the service

Most people enjoyed activities provided by the service

People and their relatives were consulted on their views of the service and contributed to service development

The leadership team should ensure that medication audits are fully completed and signed

As part of this inspection, we assessed the service's self-evaluation of key areas. We found that the service had begun to use self-evaluation, however, further work is required to develop this approach to support improvement.

## 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.

There were positive connections and relationships between tenants and staff. This promoted very good outcomes for people and enriched people's experiences of receiving care and support. Staff were compassionate in their approach. This included staff not involved in directly providing care and support. There was a whole team approach and shared values throughout the service which echoed the Health and Social Care Standards.

One relative told us, "Staff know when my dad likes to read the newspaper and when to pop in and turn the page for him."

We observed that kitchen staff had a clear understanding of dietary issues for people which ensured people's nutritional needs were met. The dining experience was very sociable, and people told us the food was very good and they were often consulted on menu options.

People mostly experienced care and support from a consistent staff team. Staff were described as kind, caring and fun. We heard laughter from activities in the communal lounge as people were enjoying themselves. This promoted good mental health and wellbeing.

We were able to track people's experiences. We observed that people's personal plans were person centered, easy to read and understand. The plans included information about people's views and preferences and people were recognised as experts of their own situation. Plans were reviewed regularly, which meant any changes to people's needs were known and plans were updated to reflect this. The service effectively used the opportunity to gain feedback. People and their families were regularly consulted on their experiences. This supported participation and meant people could contribute to the service's development.

The service advocated for people when required to ensure people received the right support at the right time. There were robust policies and procedures in place to guide staff and people told us they felt confident raising any issues or concerns. People and their families told us that management were visible and approachable, and they felt confident any issues raised would be dealt with.

There was a good overview and analysis of incidents and accidents. This meant the service was working to learn from incidents. This helped reduce the risk of something happening again. There had been some medication errors in the service. It was positive that the service's own quality assurance processes had identified these. The paperwork relating to this was not always completed timeously. We fed this back and were confident the leadership team would improve this.

Staff had access to Personal Protective Equipment (PPE) and were observed to use it appropriately. We also observed that regular observations of practice were carried out. This helped ensure people were protected from infection and staff were competent in their role.

## How good is our staff team?

5 - Very Good

We found significant strengths in aspects of staffing arrangements how these supported positive outcomes for people, therefore we evaluated this key question as very good.

The manager of the service had a good overview of staffing levels and ensured staff absences were covered. This helped make sure people's needs were met. The service had recently recruited additional staff and was awaiting start dates.

We observed that staff were visible, and people did not need to wait for their care and support. There were sufficient staff numbers on shifts and rotas. The manager advised that this could be increased depending on people's needs. Staff were observed to be flexible and responsive to people.

The staff team appeared to work well together. There was a warm atmosphere amongst the team. This had a positive impact and lifted people's mood. Staff had time to spend with people, which people enjoyed. Staff reported that management was approachable, supportive and visible and people had access to regular one to one supervision.

Staff had access to appropriate training and some staff had also completed additional training to enhance their skills and knowledge. This meant the staff team had the appropriate skills, knowledge and experience to support people.

Staff appeared confident in their role. Families told us that they felt confident in the service and all the staff were kind and approachable. People using the service reported that staff were kind and supportive.

## 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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