

# Abbeyfield Stewartry Society Ltd Housing Support Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
1 November 2024

**Service provided by:**  
Abbeyfield Stewartry Society Ltd

**Service provider number:**  
SP2003002528

**Service no:**  
CS2003051796

## About the service

Abbeyfield Stewartry Society Ltd is registered to provide housing support and care at home to older people living in two sheltered housing developments. The provider is a not for profit organisation, administered by a voluntary executive committee.

The service comprises of two houses located in the towns of Castle Douglas and Kirkcudbright in Dumfries and Galloway. Both houses are within walking distance to local shops, amenities and public transport links.

The buildings are divided into self-contained apartments, each containing ensuite facilities and a small kitchen area which allows for preparation of breakfast, drinks and snacks. With the exception of breakfast, main meals are prepared by the staff. Both houses have a staff member on duty at all times.

People have access to a communal lounge, dining room and communal bathing facilities. There are well maintained, mature gardens with seated areas for residents and visitors to use.

At the time of the inspection there were 21 people receiving support from the service.

## About the inspection

This was an unannounced inspection which took place on 30 and 31 October 2024 between the hours of 09:00 and 16:45. 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 12 people using the service and two of their family;
- spoke with 12 staff which included members of the management team and volunteers;
- received feedback from visiting professionals;
- observed practice and daily life;
- reviewed documents.

**Key messages**

- People experienced very good outcomes and were supported by compassionate staff who knew them well.
- We saw kind and caring interactions between staff and people supported, and people told us they were very happy to live there.
- People benefitted from a small, consistent management and staff team.
- Accommodation was provided within self-contained apartments which helped to promote and maintain independent living.
- People experienced person centered support that was responsive to changes in their health and care needs.

**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 kindness and respect. We saw warm and pleasant interactions and there were very good relationships between staff and the people supported. People were supported by staff who knew them well, enabling people to form good relationships. Family members told us "the team are very caring towards her and they always respect her choices. They got to know her likes and dislikes and they are very accommodating". This helped provide assurance that people were treated with compassion in a person centered manner.

People spoke highly of the care and support they received from staff and the positive impact it had made on the quality of their life. People living at the service benefitted from independent living as well as having the security of knowing that there were staff available in case they had any issues or concerns.

People's health benefited from the care and support provided. Staff were responsive to changes in people's needs, and we saw onward referrals to district nurses, GP and community mental health team. This ensures people receive responsive timely care and supports good outcomes for people.

Personal plans were in place for people detailing their needs, wishes, likes and values. Regular reviews were taking place which identified when someone's needs had changed and how best to support him. We suggested the review process be further developed by measuring progress towards people's identified outcomes. We saw evidence of involvement from people supported, their relatives and external professionals. This collaborative approach ensures people receive care and support which is right for them.

Risk assessments were in place for people and we saw actions taken to minimise risk of harm. People were supported by staff to remain as independent as possible, whilst also ensuring their needs were met. People told us "staff are a great help, nothing is too much trouble. Their support helps to meet my needs while allowing me to still do the things that I can". This enabling approach ensures people are supported to remain independent and achieve good outcomes.

There was a system in place to monitor and record where incidences had occurred in the service. We discussed improvements to recording to clearly capture assessment of what happened including any planned actions to minimise the risk of recurrence. This will support a culture of learning when incidences occur and ensure people are kept safe.

Medication processes were safe and in line with best practice. Informal observations of staff practice were taking place but we suggested the management team consider how this process could be formalised to support a more robust system. This will support effective oversight and keep people safe.

People enjoyed home cooked nutritious meals twice a daily. Meal times were well organised, at a relaxed in pace and people told us they enjoyed the food.

## 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.

There was a stable and committed management and staff team, some of whom had worked in the service for many years. People spoke highly of the staff, with one person telling us "the staff go above and beyond and make such a fabulous difference to our lives. The staff know us all well and are like extended family".

The staff team were motivated and supportive and shared the aims and values of the service. This meant that people living in Abbeyfield Stewartry Society Ltd were cared for and supported by a dedicated and positive workforce. This supported very good outcomes for people.

People using the service benefitted from a warm and friendly atmosphere because there were good working relationships between staff. There were effective systems in place to support good communication and team working within the service. Staff told us they felt very supported in their roles and found the manager approachable and responsive. This ensures staff work well as a team to benefit people.

Staffing arrangements supported positive outcomes for people. Staff were available and responsive to people living in the service. People told us staff had time to socialise with them and engage in meaningful conversations. This supports people to feel connected and reduces the risk of isolation and loneliness.

Where people's needs changed, staff were adaptable and flexible to meet their needs. Feedback from professionals told us that the staff and management team made any necessary adjustments to ensure that people were able to safely remain living at the service. We saw evidence of staff advocating in the best interests of people to support the best outcomes for them. This ensures people receive care that is person centered and in line with their values and preferences.

Staff felt supported in their roles and had access to regular supervision and training. Team meetings were taking place within both sheltered housing developments. There was a culture of continuous improvement and a range of opportunities for people to share their feedback on the service. At the time of the inspection there was not a written service improvement plan however the registered manager began developing this in response to inspectors feedback. We discussed potential opportunities to support self-evaluation of the service whilst including staff and relevant stakeholders. This will ensure the service maintains high standards of care and very good outcomes for people.

## What the service has done to meet any areas for improvement we made at or since the last inspection

### Areas for improvement

#### Previous area for improvement 1

In order to ensure service users health and care needs continue to be met as part of the care planning process, the service manager should ensure that care plans are reviewed and updated to contain detailed information regarding personal finances and risk assessments, and reflecting best practice guidance to follow when supporting service users with various healthcare needs such as skin care.

Health and Social Care Standards, My support my life;

1: I experience high quality care and support that is right for me.

1.19: My care and support meets my needs and is right for me.

1.24 Any treatment or intervention that I experience is safe and effective.

4.11: I experience high quality care and support based on relevant evidence, guidance and best practice.

**This area for improvement was made on 5 April 2019.**

## Action taken since then

Personal plans were in place which captured details on needs, risks, health care conditions and finances. Where a risk was identified, information was captured to inform staff how best to support people. We suggested that where people had more complex needs, this information could provide additional detail to ensure all relevant information was captured. Staff knew people well and how best to support them in line with their personal plans. People were involved in personal planning however did not have copies of these. We suggested the service revisit this to ensure this remains in line with individual preferences.

**This area for improvement has been met.**

## Previous area for improvement 2

The service manager should ensure that best practice guidance is followed when administering, recording, and auditing service users medication which should be clearly identified within personal plans to include accurate information which allows staff to monitor residents medication and the condition it has been prescribed for. This might include when a medicine is started, who prescribed it, what it is for, where it has to be applied (ointment, eye drops etc.), and for how long.

Health and Social Care Standards, My support my life;

1: I experience high quality care and support that is right for me.

1.19: My care and support meets my needs and is right for me.

1.24 Any treatment or intervention that I experience is safe and effective.

4.11: I experience high quality care and support based on relevant evidence, guidance and best practice.

**This area for improvement was made on 5 April 2019.**

## Action taken since then

Medication processes were safe and effective and in line with best practice. Personal plans contained details of medication people received as well as information to advise staff on what this is used for. Staff had received appropriate training to support people with medication and we observed good practice. Medication administration records were accurate and completed appropriately and there were systems in place to provide oversight to the manager. We suggested that the manager consider how to document where any actions arise from monthly audits.

**This area for improvement has been met.**

## 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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