

Cowan Court Extra Care Housing Housing Support Service

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Type of inspection:
Unannounced

Completed on:
21 November 2024

Service provided by:
Midlothian Council

Service provider number:
SP2003002602

Service no:
CS2012314382

About the service

Cowan Court Extra Care Housing is a purpose-built extra care housing development in Penicuik Midlothian.

The service provides a combined care at home and housing support service to people over the age of 50 years who are living in their own homes within the development.

The development is a two-storey building providing 32 extra care flats for older people (mostly single occupant rooms, two for couples).

There was one flat designated for intermediate care. There was also a "guest" flat for relatives to stay in.

Tenants can make use of several communal lounges, dining area and gardens.

The service provider is Midlothian Council.

About the inspection

This was an unannounced inspection which took place on 18 November 2024 between 09:15 and 14:00. One inspector carried out the inspection. Our visit was then followed by time examining evidence remotely.

To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year.

This was a pilot inspection to test a new way of inspecting to provide assurance that better performing services continue to deliver a very good level of care and support. No new evaluations (grades) have been awarded.

This inspection is called a core assurance inspection. This is because research tells us these core assurances are the key areas that are essential to a service being safe. We report on them under the headings: legal assurances, wellbeing, leadership, staffing, and planned care/support.

We confirmed the service continued to provide a very good level of care and support. We know this because on this inspection we:

- spoke with people using the service and staff at our visit
- considered feedback from completed and returned MS Forms questionnaires from supported people and relatives
- observed practice and daily life
- reviewed documents

Key messages

Legal Assurances

The service was operating in line with its conditions of registration. The service provider had the appropriate insurance in place. A range of policies and procedures promoting good outcomes for people were implemented and adhered to. This gave assurance the service was meeting their aims and objectives.

Wellbeing Assurances

The provider had an appropriate adult support and protection policy in place, outlining the measures they take to protect people who experience care. Staff completed protection training. People could be confident service staff worked with others to help keep them safe. One person told us: "I love living here - I feel safe here".

People were protected and kept safe from the risk of infection through safe management of infection control policies and practices. Staff undertook appropriate infection prevention and control training, and their skills and competencies were checked through direct observations.

People were protected by safe medication management policies and practices. Staff had received training in the administration of medication which helped them gain confidence in their practice. Some people managed their own medication with minimal input from staff. This evidenced people were encouraged to be as independent as possible.

Leadership Assurances

The manager was a positive role model for staff, and demonstrated very good values which emanated throughout the service. Inclusion, involvement and independence were promoted with supported people. There was a supportive caring culture within the staff team.

Quality improvement tools, such as audits, were utilised to drive continuous improvement in the service. The manager had recently been absent from the service for a period of time. Some audits and checks had not been completed in their absence. The manager was now back in post and quality assurance checks had resumed.

The provider had a complaints procedure in place and people told us they knew how to make a complaint.

A service improvement plan was in place which reflected current improvement work. We have advised for some additional planned improvements to be included on the plan.

Staffing Assurances

People were kept safe because the provider had effective recruitment processes in place, in line with the principles of 'Safer Recruitment, Through Better Recruitment'. The provider operated a comprehensive induction programme and shadowing opportunities were in place to ensure new staff did not lone work until they were confident and competent.

Staffing numbers were assessed based on people's care and support needs. At the inspection there were sufficient skilled staff on duty to support people's intended outcomes. People told us staff were familiar to them, and they knew who would be providing their support and when to expect them. Staff were praised for being cheerful, friendly and kind "The staff are always there for me, respect me and are always caring with everything they do. Nothing is too much trouble".

Planned Care/Support Assurances

People could be confident their personal plans reflected their needs, preferences, outcomes and wishes. Risks were assessed, giving staff guidance about how to keep people safe. People were fully involved in six monthly reviews of their care. Plans were regularly audited and updated with new information. This meant that personal plans were up to date.

Plans held good information about the person's life history and achievements, hobbies and people who were important to them. This ensured staff saw the person behind the tasks and helped make meaningful connections and build relationships. People felt settled knowing staff had knowledge about their background and what was important to them.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

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