

# Abbeyfield Stirling Society Ltd

## Housing Support Service

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Telephone: 01786 478 772

**Type of inspection:**  
Unannounced

**Completed on:**  
19 December 2024

**Service provided by:**  
Abbeyfield Stirling Society

**Service provider number:**  
SP2004006382

**Service no:**  
CS2004067088

## About the service

Abbeyfield Stirling Society Ltd is registered to provide a Housing Support/Care at Home service to 12 older people living in sheltered accommodation. The service is owned and operated by Abbeyfield Stirling Society Ltd. A management committee, consisting of volunteers with a variety of skills, knowledge and experience oversee how the service is managed.

The house has 12 single bedsits with ensuite facilities. Each room has a small kitchen area which allows for the preparation of breakfast, drinks and snacks. Main meals are prepared by a cook/kitchen assistant and served in the shared dining room. Laundry and domestic support is provided by an external agency. An emergency call system is provided by the local authority. In 2020, Abbeyfield applied to register a care at home service. Registration was granted on March 2020. At registration it was noted that staff would be limited in the type of support they would be offering to people.

The aim of Abbeyfield is to "provide a safe, secure, stimulating place for older adults to live. To promote care within a homely environment."

## About the inspection

This was an unannounced inspection which took place on 17 December 2024, 09:30 to 14:30 and 18 December 2024, 09:30 until 14:00. 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:

- obtained feedback and spoke with ten people using the service and two of their families
- obtained feedback and spoke with staff and management
- observed practice and daily life
- reviewed documents
- obtained feedback from visiting professionals.

## Key messages

- Care was provided in a personalised way where people were treated with respect.
- Support plans contained detailed and current information relating to people's health and wellbeing.
- The service had well-established links to health professionals and visiting professional.
- We observed some warm and caring interactions between staff and people.
- People were supported by a small, consistent staff team who knew them well.
- The staff were flexible and supported each other to work as a team.

## 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.

### Quality Indicator: 1.3 People's health and wellbeing benefits from their care and support

Support was provided in a personalised way where people were treated with respect. There were warm and encouraging interactions between staff and people using the service. Everyone spoke highly of the service and we heard:

"everyone is very nice and friendly, we get a great service"

"staff are marvellous, they are all very caring and warm"

"the staff are very caring and nothing is ever a bother"

"staff are so knowledgeable."

One relative told us: "my mum is happy and well looked after", whilst another said "it's a great place, all staff are very friendly and caring and respectful." People enjoyed the interactions, chat and the reassurance the staff and the accommodation offered. The accommodation was well maintained, welcoming and on the day of inspection many people told us about the boiler awaiting repair, the manager gave assurances it was being replaced and when the inspection concluded a new boiler was being installed.

People told us that the meal choices were good and the menu was devised in collaboration with the cook and people who live in the service. We observed the mealtime experience to be unhurried, relaxed, tables were set nicely and meals were presented well.

People were supported and cared for by consistent staff, which resulted in meaningful relationships being established. Staff had good links with local health and social care professionals and liaised with them promptly when any concerns were identified. One visiting professional told us "the service has good communication with the people who live there and their relatives." This meant that people could be confident that their health and wellbeing needs were met.

People who were supported with medication management, were encouraged to have as much independence and control over their own medication. We saw a robust and clear system in place for recording, receiving and ordering of medication including topical.

We sampled people's support plans and found that plans were person-centred and reflective of people's current care needs which clearly guided staff. We found a mixture of risk assessments being carried out and some were not up-to-date, we highlighted this to the manager who quickly made the relevant changes and assured that a review of the documentation would take place to ensure it's more streamlined. People were involved in making decisions through regular six monthly reviews.

**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.

**Quality Indicator: 3.3 Staffing arrangements are right and staff work well together.**

People were supported by a small, consistent staff team who knew them well. Support was only offered to people who lived in Abbeyfield which meant visits were effectively co-ordinated, flexible and planned in collaboration with events in peoples' lives. Staff were confident in building positive and supportive relationships with people. They were flexible and supported each other to work as a team.

Staff completed training that was relevant to their roles. This included training that was specific to understanding the needs of people being supported and cared for. We saw evidence of a robust induction process for new staff. Training records were kept which evidenced that training was up-to-date. People experienced care and support from well trained staff who were knowledgeable about their care needs.

Staff carried out their duties in a way that demonstrated an understanding of the training they had received. Conversations with staff also evidenced their knowledge in supporting and caring for people. Staff spoke positively of their work and told us they were proud to work in the service. This demonstrated a commitment to both the service and the people they were supporting and caring for. Arrangements for the one-to-one supervision of staff were in place. Observations of staff practice contributed to discussion at staff supervision meetings. Team meetings gave staff a further opportunity to discuss any issues they experienced and to contribute to the development of the service. This evidenced that staff were valued by leaders in the service.

**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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