

Castlebrae Retirement plus service Housing Support Service

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Type of inspection:
Unannounced

Completed on:
15 May 2025

Service provided by:
Bield Housing & Care

Service provider number:
SP2004005874

Service no:
CS2004071963

About the service

Castlebrae Retirement Plus Service is registered to provide a service to adults over the age of 50 with physical disabilities, learning disabilities and mental health issues living in their own homes within the sheltered housing complex and in the wider community. The service was registered with the Care Inspectorate on 30 September 2004 and managed by Bield Housing & Care.

The service is situated in the Craigmillar area of Edinburgh. The sheltered accommodation provides a service to 12 tenants whose flats are in the one building on three floors. Facilities included a communal lounge, dining room, laundry room and garden areas. Tenants were provided with two meals a day which were prepared on the premises.

There was an office at the sheltered accommodation and staff were on site from 07:00 hours until 22:00 hours each day and tenants had access to off-site support overnight using a call bell system. At the time of the inspection the service was supporting 11 tenants in the sheltered housing complex and no people in the wider community.

About the inspection

This was an unannounced inspection that took place on 8 and 9 May 2025. The inspection was conducted by one inspector from the Care Inspectorate. To prepare for the inspection we reviewed information about the service. This included previous inspection findings, information submitted by the service and intelligence gathered.

We evaluated how well people's health and wellbeing was supported as well as the staffing arrangements.

To inform our evaluation we:

- spoke with eight tenants and one relative and received one care questionnaire.
- spoke with five staff and two managers and received five staff questionnaires
- received questionnaires from three professionals working with the service
- observed daily life at the service
- observed how well staff supported people
- reviewed documents and electronic records.

Key messages

- People were very satisfied with the quality of the care and support received.
- People experienced a consistent staff team who knew them well.
- Staff interacted warmly and respectfully with people and were able to assist people who were anxious in a caring and calming way.
- Staff were well trained and supported.
- Quality meals were available for people and mealtimes were well staffed.

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 evaluated the service as operating at a very good level for this key question. There were significant strengths with the care provided and how this supported positive outcomes for people.

Staff interacted warmly and respectfully with people and knew their history, routines and preferences. People did not feel rushed by staff when being supported. Staff would assist people who were anxious in a caring and calming way. This meant people could build trusting relationships at the service.

Staff were spending time with people to chat or undertake an activity; this is especially important for people who choose to spend a lot of time in their flat or receive few visitors. People were supported to access social and leisure opportunities in the community. These opportunities to take part in meaningful activities supported people to be involved and valued.

People were involved with managing money, personal affairs and shopping. This allowed a more inclusive approach for people to make decisions and choices. The service was gaining feedback from people experiencing care through regular meetings to assist people to be fully involved in developing and reviewing the service.

Tenants told us "I feel safe here," "I am happy here" and "my flat here is nice." A relative said "can't fault anything; it is a home from home." A visiting professional commented that "the managers have been communicating very well with myself and the client has shown growth in the community."

Mealtimes were well staffed and people were not kept waiting for their meals or being rushed. People could choose to have their meal in their flat if preferred. People were informed by staff what was for lunch and dinner and alternatives were provided if necessary. A varied menu and good quality meals were available for people.

Medication administration was organised with regular audits and appropriate training for staff. The service was recording care undertaken and monitoring people's health issues. The service was making referrals to health professionals in a timely manner and following advice given. This supported the service to effectively respond to signs of deterioration in people's health.

How good is our staff team?

5 - Very Good

We evaluated the service as operating at a very good level for this key question. There were significant strengths with the staffing arrangements and support.

Staff recruitment processes were thorough. Training was of good quality with a high level of completion. Staff reported good support available from their managers, with regular face-to-face supervision available. There were quality checks by management regarding observing staff competence. Staff meetings were held regularly to assist with effective communication. This ensured people experienced good quality care and support based on relevant guidance and best practice.

Staffing arrangements worked well with little agency staff being used, therefore people experienced a consistent care team. We observed that staff worked together well, in a positive and engaging manner. Staff had time to provide support with compassion and engage in meaningful conversations. This ensured people

benefited from a warm atmosphere because there are good working relationships.

Tenants told us "staff are good and can always get hold of someone if need help," "staff are brilliant, nothing against the staff at all, do everything for me" and "I can speak to cook if don't like something and are listened too." A visiting professional commented that "staff are always polite and appear genuinely caring towards residents."

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
1.1 People experience compassion, dignity and respect	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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