

## Cowan Court Extra Care Housing Housing Support Service

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Penicuik  
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Telephone: 01968 664 141

**Type of inspection:**

Unannounced

**Completed on:**

25 February 2019

**Service provided by:**

Midlothian Council

**Service provider number:**

SP2003002602

**Service no:**

CS2012314382

## About the service

This service registered with the Care Inspectorate on 16 September 2013.

Cowan Court is a purpose-built extra care housing development. The development includes a two-storey building providing 32 extra care flats for older people. Tenants can make use of a number of communal lounges, dining area and gardens.

As recorded in its information booklet: 'It enables people with varying physical and mental health care needs, including dementia, to enjoy prolonged independence in a safe, caring, socially active supportive environment.'

'Cowan Court has a dedicated on-site team consisting of a support supervisor, care and support an administrator, domestic assistants and a handy person. Care and support staff provide a 24/7 service, responding flexibly to the needs identified in individual care and support assessments.'

The care is provided by Midlothian Council.

## What people told us

All of those we spoke with; residents, their relatives and stakeholders praised the quality of the service and the compassion shown by the care staff, supported by a very affective management oversight of the service.

## Self assessment

We are not asking services to submit a self-assessment for this inspection year. Instead, we will ask services for their improvement or development plan and discuss any improvements they may have made or intend to make since the last inspection.

## From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

## What the service does well

The outcomes people wished to achieve with the support of the service varied depending on their individual circumstances. Some were prompting for medication; others were more comprehensive in terms of their support needs. All of the care plans agreed with people were person centred, ensuring they were tailored to meet their specific needs and to maintain their independent living.

The care related documentation we sampled was found to be of a high standard. It was evident that residents, their relatives and health professionals were actively involved in the assessment of needs and developing a personal plan. The care planning reflected the culture of promoting independence and choice as much as possible.

People told us of how kind and caring the support staff were, many of whom have used the service for several years and have established positive working relationships. They very much appreciated and valued the time they had with their care workers.

Residents had good opportunities to be involved in a variety of activities held both within the service and in the wider community. Activities included computer skills and a dementia support group.

Staff felt supported by their line manager and they performed well as a team with a positive management oversight of the service.

We carried out a safer recruitment audit and our findings told us that they were adhering to their relevant policies and procedures well and had a system to monitor those registered with the Scottish Social Services Council (SSSC).

Staff completed regular refresher training to continuously meet peoples' care needs and this was reflected within the staff personal development plans we sampled.

## What the service could do better

The current staffing levels at the time of our inspection meant that there were only three care workers on duty in the morning and two in the afternoon and evening. Although we had no immediate concerns with regards to staffing levels, we were conscious that some people's care plans and risk assessments detailed that people should not use their mobility aids without supervision. With the current staffing structure, there was a lack of confidence that this could be achieved for all people all of the time.

We were made aware that the service provider was undertaking a review of the staffing structure. Given the above assessment, any forthcoming review must take into account the individual care needs of residents.

The manager had identified areas for improvement in terms of the recording of medication administered to residents as and when required following an external audit. Various re-fresher training was forthcoming for staff. We will follow this up at our next inspection.

The service was in the process of developing a continuous improvement and development plan which included the views of people who use the service.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

## 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).

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

### Previous requirements

There are no outstanding requirements.

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

### Previous recommendations

There are no outstanding recommendations.

## Inspection and grading history

Date	Type	Gradings	
30 Apr 2018	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
14 Mar 2017	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	5 - Very good

Date	Type	Gradings	
23 Mar 2016	Announced (short notice)	Care and support	4 - Good
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
27 Mar 2015	Announced (short notice)	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good

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