

Cowan Court Extra Care Housing Housing Support Service

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Type of inspection: Unannounced
Inspection completed on: 14 March 2017

Service provided by:
Midlothian Council

Service provider number:
SP2003002602

Care service number:
CS2012314382

About the service

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

Cowan Court is a specially designed, extra care housing development. 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 team supervisor, care and support staff, an administrator, domestic assistants and a handyperson. Care and support staff provide a 24/7 service, responding flexibly to needs identified in individual care and support assessments".

The development includes a two-storey building providing 32 extra care housing units for older people. There are 28 one-bedroom flats and four two bedroom flats, providing housing for couples as well as individuals.

The building has been designed in a dementia-friendly way for older tenants.

What people told us

We sent Care Standard Questionnaires to a sample of 16 tenants and received nine completed questionnaires back. We saw five had been completed by people who use the service and four had been completed by relatives.

Below are responses to a sample of the statements we asked people to score against on the questionnaires:-

"Overall, I am happy with the quality of care and support this service gives me" - 100% either strongly agreed or agreed.

"Staff treat me with respect" - 100% either strongly agreed or agreed - tenants and relatives we spoke with also confirmed this.

"I am confident that staff have the skills to support me" - 100% either strongly agreed or agreed.

"Staff have enough time to carry out the agreed support and care" - 75% either strongly agreed or agreed.

"The service checks with me regularly that they are meeting my needs" - 100% either strongly agreed or agreed.

"I have a personal plan which contains information about my support needs. My needs and preferences have been detailed in the personal plan" - 100% either strongly agreed or agreed.

Additional comments made on the questionnaires were as follows:-

"I am most grateful that I feel safe in this building especially at night. I fall asleep happy"

"I do not think the staff always do the work they are supposed to do for me"

"The manager at Cowan Court has been extremely supportive to both my relative who lives in Cowan Court and to me, especially following my relative's recent stay in hospital. I believe the manager goes out of their way to help those living in Cowan Court. My relative thinks the world of the manager"

"No extra staff member to cover an emergency. Back shift and night shift"

(At the inspection we addressed this concern and were given examples of additional staff being deployed when there was a higher demand on the service)

During the inspection many positive comments were made by tenants and relatives about the service. These included:-

"The service they provide is fantastic it's like it's made to measure for my relative. Staff have been really nice, considerate and understanding. Anything I ask them to do is no problem. Nothing has a down side - great cannot fault it"

"Staff always give me time to have a blether. Sometimes I do get a bit down and they are supportive"

"The carers are really good with my relative. They have a gentle approach which is not patronising and supports my relative who is very independent. Excellent - very good service"

"Everybody knows each other. We're like family here. We help each other along"

"The carers are very good. My relative's care needs have increased and when more time has been requested it's been no problem - nothing's a hassle. I cannot praise the service enough"

"Very good service. I don't know what my relative would do without the service. It's very reassuring that my relative has the care. Carers are very respectful. My relative has made new friends. The last couple of months my relative's good health has returned"

Further comments made during the inspection have been incorporated into the report.

We saw a "Thank You" card to the service which stated "Many thanks for the care and support you gave my relative over the last three years. We as a family could not have managed without you all".

The service was currently seeking the views of tenants as to their satisfaction of the service. We saw high satisfaction being expressed overall. Additional comments about the benefits of living at Cowan Court included:-

"Less stress. You have a back up on hand if you need help/the company of other people/more access to going out"

"Helpfulness, consideration from wonderful caring staff makes Cowan Court an amazing establishment to be part of"

"Just like to thank carers and domestic staff for their help, office staff keep it up. Thank you for all your kindness"

"We wish to compliment the staff for their friendliness and efficiency. We just love the variety and quality of events and entertainment. Easy access to people to help you in various matters (easy availability to speak to people)"

Self assessment

The Care Inspectorate received a fully completed self-assessment from the service.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of staffing	4 - Good
Quality of management and leadership	5 - Very Good

Quality of care and support

Findings from the inspection

Tenants we met told us how much they enjoyed living at Cowan Court and how their move to the development had been very positive for them. This included making new friends having previously found themselves isolated in their former homes. Tenants felt safe and well supported.

"The set up here is exceptionally good for us. We have made friends with other tenants. But people can be private if they choose. We are so glad we made the move here"

"Moving here is the best thing that's happened to me. I've made friends with other tenants. I couldn't be happier anywhere else"

"I had been isolated at home and have now made new friends. You feel secure and safe here. It's a lovely place"

"This is beyond what I thought I would end up. I'm really happy here"

"If I have an emergency they would get here straight away"

The care service provided beneficial time periods of respite for partners who were the main carer of tenants who had high care needs. Tenants who only received housing support told us of the advantages of being able to tap into the care service in an emergency.

Relatives told us of the positive outcomes for them in that they did not need to worry about their relative.

"Since my relative moved to Cowan Court it has been such a huge help to me"

"I'm very happy with the care being provided. It's taken a lot of worry away from myself. I know there are people there to look after my relative".

Each tenant had a personal plan which provided information about the level of support they required. Where tenants received care support we found there was good detail as to their health issues and support needs to aid care staff. Plans and risk assessments were reviewed every six months and consistently updated when care needs changed. This allowed all care staff to have up to date information to ensure the correct support was provided.

We were confident carers monitored the tenant's wellbeing and reported any health and safety concerns they had to senior staff. We saw where concerns were followed up. This included reporting concerns to relevant parties e.g. relative, health professional, and social work and advocating on the service users behalf to ensure the person's safety and wellbeing. To further improve monitoring of well-being the service was commencing offering a well-being call each morning.

Support was delivered by a largely consistent team of staff. This ensured tenants were able to develop good relationships with familiar care staff who knew their routines and preferences. Consistency should further improve with the recruitment of new care staff which is soon to take place. Tenants told us carers stayed the length of time necessary, were not rushed and had time for a chat.

The service was flexible to allow tenants to meet appointments and follow preferred routines. "If I'm going out they will come in earlier so I can go"

Tenants were supported and encouraged to organise activities, celebrations and entertainment at the Court. A regular tenants meeting took place to discuss and arrange these events. The majority of tenants we spoke with joined in with some of the events. Some tenants met up with each other on a daily basis to enjoy each other's company. One stated:- "There are opportunities to join in and there is an amazing selection of things to do"

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of staffing

Findings from the inspection

Tenants and relatives praised the staff who worked at Cowan Court. This praise included the following:-

"The staff here are exceptional"

"Staff here are first class. I cannot praise them enough"

"The staff are very nice. They would do anything for you. They are very helpful"

"I don't know what I'd do without the staff".

The service ensured staff received appropriate training to help them in undertaking their support roles in various areas. Mental health training had recently been delivered and the service intended to consolidate that training. We recommend the service provides infection control training for all staff working at Cowan Court. (see Recommendation 1).

The service continued to support care staff to undertake Scottish Vocational Qualifications (SVQ) through their rolling programme. There were plans for staff to undertake an SVQ module in housing support to deepen their understanding of that support role. We will follow this up at the next inspection.

Observations of carers to ensure their competency whilst delivering care had been taking place. This procedure was being further developed. We will follow this up at the next inspection.

Staff received appropriate support from management through regular three monthly team meetings and one to one supervision meetings. Staff were able to freely discuss any concerns they had about their employment and about individual tenants.

The service had identified instances where the recording of care information by staff needed to be improved. We also found examples where care notes had insufficient information recorded. It is important a clear written record is kept of tasks undertaken and about the overall well-being of tenants following a care visit. (see Recommendation 2).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The provider should provide infection control training for all staff working at Cowan Court.
National Care Standards. Care at Home - Standard 4: Management and Staffing. Housing Support - Standard 3: Management and staffing arrangements.
2. The provider should ensure improvements are made in relation to the recording of sufficient and accurate care information undertaken by staff.
National Care Standards. Care at Home - Standard 4: Management and Staffing. Housing Support - Standard 3: Management and staffing arrangements.

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

The service had developed its own identity and very much benefitted from having an experienced team supervisor who was able to focus solely on Cowan Court and was based on the premises. We received comments of praise from tenants and relatives about the team supervisor and administrator and handy man.

When a vacancy arose the dependency needs of existing tenants were analysed against staffing levels which enabled the service to identify if the vacancy could be taken up by a new tenant with low, medium or high needs. This ensured the needs of tenants and staffing capacity was well balanced.

The service had developed and was continuing to develop good quality assurance systems to monitor the effectiveness of the service. The views of tenants were currently being sought as to their satisfaction with the overall service. We saw high satisfaction being expressed overall. Views of tenants, relatives and third party representatives were also being sought at the six month review meetings.

The team supervisor undertook three monthly audits of personal plans to make sure they were up to date and care staff were just commencing undertaking additional monthly reviews of the plans.

We identified where improvements could be made to existing auditing procedures and the development of auditing systems in relation to checking arrival times, length of visits and the frequency and length of calls undertaken following a call via the buzzer system. We discussed these improvements with service representatives who committed to taking these forward. We will follow this up at the next inspection.

All accidents and incidents were recorded appropriately on the providers computerised reporting system and where required were being reported to the Care Inspectorate.

Where concerns and expressions of dissatisfaction had been expressed by tenants and/or relatives they had been recorded in a book. Some examples showed actions taken and improvements made to resolve the issues recorded. We advised the service to develop a better recording process which had specific headings to ensure all elements of the concern, including outcomes and learning were recorded. We will follow this up at the next inspection.

The provider, Midlothian Council, had recently undertaken a quality assurance audit of the service to evaluate the progress they had made in making planned improvements since the last inspection. We could see the service had progressed well. This was evident in that the service had met all the requirements and recommendations made at the last inspection.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

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

Previous requirements

Requirement 1

All personal plans should reflect the current needs of tenants and should be reviewed at least once in every six month period or when there is a significant change in a person's health, welfare or safety needs. SSI 2011/210 5 Personal plans.

This also takes account of National Care Standards - Care at home, Standard 3 - Your personal plan.

This requirement was made on 9 June 2016.

Action taken on previous requirement

This requirement had been met. Details in relation to this requirement being met can be found in the report.

Met - within timescales

Requirement 2

By six months of receipt of this report, you must demonstrate to the care inspectorate that:

- (a) There is a supervision programme in place for members of staff.
- (b) Members of staff are given the opportunity to meet with their manager according to the provider's supervision policy (supervision meetings).
- (c) Supervision meetings take account of the staff member's training and development needs within the role that they are employed to do.
- (d) A record is maintained of each supervision meeting and that the record is signed by the employee and manager as an accurate record of the supervision meeting.

This is in order to comply with Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This requirement was made on 9 June 2016.

Action taken on previous requirement

This requirement had been met. Further details in relation to this requirement being met can be found in the report.

Met - within timescales

Requirement 3

The service must notify the Care Inspectorate of all notifiable events using the e-form system.
The Social Care and Social Work Improvement Scotland (Applications and Registration) Regulations 2011.

This requirement was made on 9 June 2016.

Action taken on previous requirement

This requirement had been met. Notifications were now being sent to the Care Inspectorate where appropriate.

Met - within timescales

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

Previous recommendations

Recommendation 1

The management team should ensure that all tenants are supported to express their views about the service, records should clearly show the action taken in response to tenants views and their overall satisfaction with these.

NCS 11 Care at Home - Expressing your Views.

This recommendation was made on 9 June 2016.

Action taken on previous recommendation

All tenants had recently been asked to feedback their views about the service through a satisfaction questionnaire.

This recommendation had been: **Met.**

Recommendation 2

The service should ensure that the policy for mandatory training is up to date and that staff attendance on this training is recorded including when refresher training is due. Other identified training for staff should also be recorded and up to date.

National Care Standards, Care at Home, (4) Staffing and Training.

This recommendation was made on 9 June 2016.

Action taken on previous recommendation

All mandatory training had been identified. There were good records of when training was attended and due.

This recommendation had 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.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

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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