

Scottish Veterans Association - Rosendael Housing Support Service

Rosendael
3 Victoria Road
Broughty Ferry
Dundee
DD5 1BE

Telephone: 01382 477078

Type of inspection:

Unannounced

Completed on:

17 July 2018

Service provided by:

Scottish Veterans Housing Association
Limited

Service provider number:

SP2004005816

Service no:

CS2007162438

About the service

This service registered with the Care Inspectorate on 1 April 2011.

The service is provided for up to 44 people and is available to ex-servicemen and women and their spouses. The service is available 24 hours a day, seven days a week and is provided by a range of staff including support staff, support wardens, cooks and a domestic team. There were 42 people living in Rosendael at the time of this inspection.

Rosendael aims to support residents' independent living and offers practical and emotional assistance to residents to cope with change. The level of support provided to each resident varies depending on their individual needs.

What people told us

Prior to this inspection we received seven completed care standards questionnaires from people using the service, of these four strongly agreed and three agreed that they were overall happy with the support that they receives, comments included:

'This is my home and the people here are like my family.'

'My choice is always taken into consideration. I feel I am treated with dignity and respect.'

'There is no barriers I can see the staff anytime I like. The staff are always willing to help.'

'Staff are always professional, helpful, friendly and treat me with respect and dignity. They respect my privacy and are always on hand to help or resolve problems.'

'If I do feel unhappy with something staff do sort it out if possible, I can write or speak to staff about something I am not happy with and I do find I am listened to.'

During the inspection we spoke to eight people living in Rosendael who were receiving support. They gave us very positive feedback about the support they receive and the staff who provide it. People were also able to describe what the support meant for them and the positive outcomes it helped them to achieve, comments included:

'My support worker is tremendous.'

'The whole place is excellent, it's what I needed.'

'I don't think there is anything more they can do for me.'

'There's a lady who comes in weekly to help us with our benefits.'

'I have stayed her for six years the service is amazing.'

'Staff are very respectful, they help me get support from my doctor and psychologist.'

'Everything here is excellent, staff are great, food is great, no issues at all.'

'Good support here it's helped me a lot, I feel listened to.'

'I didn't speak to anyone at first, now I have been on holiday and I wouldn't have managed that on my own.'

'Staff are always helpful, If I need it staff always help.'

'Staff are very limited in what they can do to tackle disruptive behaviour.'

'Staff are always respectful and available when needed, everything can be improved upon but considering the circumstances it is very good.'

'It's good, I am happy here, made a big difference to me.'

'I feel safe here, I didn't feel safe in my previous home.'

'Quite happy with the service, I am not in the mind set to think of anything that can be improved as it's good.'

'Staff here have been tremendous to me.'

'Staff helped me to get health appointments, they helped to stabilise my life.'

'They helped me to visit my family, really appreciated, not a member of staff I wouldn't speak to, it's good what they do.'

'Things have got better here, staff are always trying to find things for me to do, it's the complete opposite of before.'

'Whatever it is in here I feel we always have support, they go above and beyond. Since the manager changed I have been really impressed, really positive changes.'

'Things just keep on getting better, it's brilliant really good.'

We also spoke to two multi-disciplinary professionals as part of the inspection. They provided very positive feedback about staff, the support provided and the way this was very person centred. They also said that communication was good. One professional was very impressed with the level of support provided to a person and stated the staff member was very knowledgeable and had gone the extra mile to ensure good outcomes for the person.

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own improvement plan and quality assurance paperwork. These demonstrated their priorities for development and how they were monitoring of the quality of the provision within the service.

From this inspection we graded this service as:

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

What the service does well

People should expect that their care and support plans are right for them, that they set out how their housing support needs will be met as well as their wishes and choices. We found that support plans had been developed in a person centred manner and did contain a range of information that would help guide staff to support people in the way that they wanted. We saw that where possible, people who used the service were encouraged to reflect upon the support they needed when support plans were reviewed.

People were supported to access a range of recreational, social, creative and learning activities. People told us about the gardening group, sports club, swimming, music therapy, fishing, outings, and coffee mornings. Other people helped community groups such as the Scouts, others went on holiday. These activities were important to people in that they enjoyed the activity, found them therapeutic, as well as spending time with friends. They also said they were supported and encouraged to maintain their independence, and where they wished links with their families.

People told us that they were supported to attend appointments for their health as well as to access benefits. People told us that this support was key to maintaining their wellbeing.

The service had a range of options for people giving their views about the service which included reviews, residents meetings, surveys and questionnaires. The latest survey had been carried out recently, the results of these were still to be feedback to the people using the service which were seen to be very positive. People told us they were listened to any issues were dealt with quickly.

People using the service should have confidence in the staff because they are trained, competent, skilled, are able to reflect upon practice, and follow their professional and organisational codes.

Staff training records showed staff had access to a variety of training to support them to carry out their role. This included housing support and workforce regulation, mental health awareness and mental health first aid, alcohol awareness, and health and safety. Staff told us that they thought the quality of training they received was very good.

Staff had access to formal qualifications such as Scottish Vocational Qualifications (SVQ) two, three, and four. Staff were registered or were aware of the need to register with the Scottish Social Services Council (SSSC). To support staff to do their jobs they had access to regular team meetings, supervision and appraisals where they could share information, experiences, suggestions and issues.

Staff had been given Adult Protection training and were able to describe what the actions they would take if they had or witnessed any concerns.

Audits were carried out including care file, health and safety and maintenance. These included feedback from people using the service and staff. The manager had also developed and set in place an improvement plan which identified key areas the service could further develop.

People being supported, and members of the multi-disciplinary team were very positive about the quality of the support, communication, staff and management of the service.

What the service could do better

We did identify some areas for improvement within support plans. There were some gaps which meant that important information was not included in the support plan. For example risk assessments and protocols for dealing with challenging behaviour which are important to help staff support people consistently while minimising the risk of harm to themselves or others.

The service at the time of the inspection was changing the format of support plans using the 'better futures' format this will help to make them more outcome focussed.

We discussed accidents, incidents and we advised that the registered manager reviews the system of recording and reporting these to include consideration to Care Inspectorate notifications as detailed in 'Records that all registered care services (except childminding) must keep and guidance on notification reporting', Care Inspectorate (Published 2012, amended 2015).

The provider should continue to review the training that staff receive to undertake their roles and this should include challenging behaviour, substance misuse, and mental health issues.

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.

Inspection and grading history

Date	Type	Gradings
11 Aug 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
1 Oct 2014	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
27 Jun 2013	Unannounced	Care and support 3 - Adequate Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
24 Jan 2013	Unannounced	Care and support 3 - Adequate Environment Not assessed Staffing 3 - Adequate Management and leadership 3 - Adequate
20 Sep 2012	Unannounced	Care and support 2 - Weak Environment Not assessed Staffing 2 - Weak Management and leadership 2 - Weak
20 Aug 2010	Announced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
8 Jan 2010	Re-grade	Care and support Not assessed Environment Not assessed Staffing 4 - Good Management and leadership Not assessed
1 May 2009	Announced	Care and support 3 - Adequate Environment Not assessed Staffing 2 - Weak

Date	Type	Gradings	
		Management and leadership	3 - Adequate

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