

Scottish Veterans Residences - Whitefoord House Housing Support Service

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Type of inspection:
Unannounced

Completed on:
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Service provided by:
Scottish Veterans Residences

Service provider number:
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CS2004059557

About the service

Scottish Veterans Residences - Whitefoord House, is a housing support service based in the Holyrood area of Edinburgh. The provider Scottish Veterans Residences has been registered with the Care Inspectorate to provide the service for adults since 27 September 2004.

The service was supporting 72 people at the time of inspection, the majority of whom were armed forces veterans.

About the inspection

This was an unannounced inspection which took place on 20, 21 and 22 December 2023. The inspection was carried out by an 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:

- Spoke with 10 people using the service
- Spoke with 10 staff and management
- Observed practice and daily life
- Reviewed documents
- Spoke with 3 visiting professionals

Key messages

- People generally felt that the service had improved their quality of life
- Improvement was a focus for the management team
- Health and wellbeing was supported well
- Staff practice and development was managed well
- People and staff fed back that communication from management could be improved

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?	4 - Good
How good is our leadership?	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?

4 - Good

We evaluated this key question as good, where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

We observed warm, encouraging and positive relationships between staff and people using the service. This had helped people to trust staff and supported people to achieve their outcomes. People described feeling that they were listened to by staff and that the support offered promoted choice, independence, dignity and privacy.

Staff and management described people in compassionate and understanding terms, in relation to people's life journeys, experiences and potential trauma. This meant that people's experiences were considered and taken into account when being supported.

Feedback from people on their experience of being shown dignity and respect within the service was mixed, some people felt they were respected, and others felt that they were at times patronised. Some people described feeling that they were treated fairly, while others described favouritism that they felt was unfair. This was mainly in terms of how the communal areas and dining room were managed. We discussed these issues with the managers, who agreed to look at how this could be improved. We will follow this up at our next inspection.

Most people described that staff encouraged a sense of worth and wellbeing. People's views were gained on a variety of subjects, those that needed independent advocacy to make decisions were supported to access external services. This ensured that people could have their voice heard and were supported to make decisions about their care and support.

People were supported to achieve their goals and aspirations, as support staff encouraged people to set future goals and work towards achieving these. This included supporting people to access education, employment and housing opportunities. One person commented "they are awesome and the care is good"

People described the social opportunities and friendships they had accessed through using the service. This meant that people were not isolated and had the opportunity to make meaningful relationships with other people using the service. People were supported to develop their hobbies and interests within the service, and engage in new activities including, lawn bowls, cycling, art, using the gym and joining the residents committee.

Staff supported people to access community healthcare services and encouraged people to attend appointments. Staff recognised quickly issues with people's health and wellbeing and took appropriate action when people's health was at risk, using a daily handover system to ensure any concerns were passed on to other staff members. People had the opportunity to access psychotherapy session and occupational therapy support within the service. This enabled people to gain professional support, which focused on their wellbeing and healthcare needs. One person commented about the quality of care and support from staff, "Whitefoord House has saved my life".

Meals were available daily within the communal dining room, these appeared to be nutritious and filling, however some people commented that more variety would be welcomed. Mealtimes were set at times of the day that did not suit those who had other commitments or were in employment.

There was also limited accessibility to cooking facilities, this meant that people were limited in how independent they could be in making their own homemade meals and eating at times that suited them. This was discussed with management who had started to implement alternative arrangements and agreed to consider further improvements.

How good is our leadership?

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.

The service used a variety of quality assurance processes to ensure that practice met standards, this included personal plans, staff practice observations and infection prevention and control.

An improvement plan had been developed and updated for the service, we discussed with the managers how this could be improved to be more dynamic and have more focus on the outcomes and feedback from people using the service.

It was clear that the management team understood their role in making improvements and were working to improve the setting and experience for people. People's views were central to positive changes in the service. These improvements included the relocation of the gym to a more accessible area of the building, the introduction of a new Occupational Therapist role within the staff team and, plans for a potential training kitchen.

People were confident giving feedback on any concerns they had. Everyone we spoke to commented that they knew how to make a complaint or give feedback and that in general any issues were dealt with well.

Although people felt that they were generally listened to well, some people using the service commented that communication on changes to the service from the management were not always effective, one person commented "there's sometimes miscommunication from higher up", this meant that people at times became frustrated.

Staff were encouraged to feedback their thoughts on the service at supervision, team meetings and via annual surveys. Some staff felt that communication from the management team could be improved. One staff member commented "communication between managers and staff and residents can be difficult".

Leaders clearly understand what was working well and what required improvement. This was especially obvious within staff supervision processes, which clearly identified positive practice and areas for development.

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?	4 - Good
1.1 People experience compassion, dignity and respect	4 - Good
1.2 People get the most out of life	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good

How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good

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