

# Care Inspectorate give Blackwood five stars

Blackwood East have been awarded five stars from the Care Inspectorate following a recent short notice inspection.

The five stars have been awarded in categories relating to staffing, care and support and management and leadership.

Customers reported high levels of satisfaction with the service which allows them to live in their own homes independently. Staff were said to be approachable and attentive and happy to act on customer feedback.

Flora Hay, Manager for Support Services in the East region, was thrilled with the Care Inspectorate report and its five-star review of the provision.

She said: "Both staff and customers were delighted with the score and feel it's a great way to highlight the strong level of team work and support that exists within our services.

"We are very focused on ensuring our management team is supported and kept up-to-date with the best practices and wider developments that impact on the local service.

"All of our staff receive regular supervisions, have a high level of training and are enthusiastic and committed to their roles.

"There is definitely a real sense of a team ethic across the East and we are confident that our customers know and have working relationships with staff, to such a level where they feel able to express their needs freely.

Flora is also continually striving to improve the service and is thankful to the Care Inspectorate for providing further key points for the East to work on.

She said “We are always trying to improve our service therefore it’s great to receive feedback from the Care Inspectorate on how to do this.



Blackwood Chief Executive Fanchea Kelly was also delighted with the housing support services report.

She said: “I’m thrilled with the five star review the East received for its committed and attentive staff and it’s great that the customers feel so at home and confident about sharing their opinions.

“It’s a testament to Blackwood’s commitment to providing a high level of care and support to customers and a further demonstration of our determination to provide respected and praised levels of care.

“The people who use Blackwood services are at the heart of shaping its future. Their experiences and input steer policy and innovation through involvement at Board level, in regional scrutiny panels and via tenant surveys.

“Therefore, it’s fantastic to know that one of the key strengths in the East is the care and support provided by the staff.”