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## **Stirling Housing Support Service Triumphs With Five Star Review**

A Stirling housing and care provider has been heavily praised by the Care Inspectorate after it received a five star review for its services.

The Inspection Report for Blackwood's Forth Valley Services revealed five star grades in the "care and support" and "management and leadership" categories – a testament to the quality of customer care it provides for those living with disabilities.

Customers, in particular, reported high levels of satisfaction, with the Care Inspectorate commending how they were being supported to achieve positive outcomes in their lives, develop their independence and play an active part in the local community.

Those using the housing support service also praised the way they were able to influence how it operated. For example, they were involved in staff recruitment and training and were regularly consulted to provide personal feedback on the quality of support being received.

It was noted that the staff at Forth Valley were well trained, worked efficiently together as a team, were positive about working in the service and felt well-supported by their manager. This prompted customers to develop good relationships and speak highly of them.

[xx], Manager at Forth Valley Services, said: "Both staff and customers are delighted with the score and feel it's a great way to highlight the strong level of team work and support that we have here.

"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 supervision, 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 Forth Valley 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."

[xx] is also continually striving to improve the support service and is thankful to the Care Inspectorate for providing further key points for Forth Valley to work on.

Fanchea Kelly, Chief Executive of Blackwood, said: "I'm thrilled with the five star review the service has 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 underlines Blackwood’s commitment to providing a high level of care and support to customers and is 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, so it’s fantastic to receive such positive feedback.”

**ENDS**

**Notes to Editor**

Edinburgh-based charity, Blackwood, has more than 1500 homes throughout the country making it a leader in helping those who are disabled, elderly or with sensory impairments to live more independently.

As it works in 29 of Scotland’s 32 local authorities, it is more widely dispersed than most other care or housing providers and has embraced the challenges of taking housing and care into innovative areas at a time when funding is increasingly limited.

Blackwood is also renowned for constantly pushing the boundaries of technology to allow property adaptations which make a huge difference to people with disabilities.

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