

Brothers of Charity Services (Scotland) - Care Home Service Care Home Service

Garden Villa
Gattonside
Melrose
TD6 9NW

Telephone: 01896 823616

Type of inspection: Announced (short notice)
Inspection completed on: 21 March 2017

Service provided by:
The Brothers of Charity Services
(Scotland)

Service provider number:
SP2008010095

Care service number:
CS2008186665

About the service

Garden Villa, located in Gattonside in the Scottish Borders, is registered to provide care for a maximum of seven adults with learning disabilities some of whom have sensory and physical impairments. Up to three residents may be receiving respite care. At the time of the inspection, there were six residents living in the home and one respite placement.

Staffing is provided over twenty four hours. Registered nurse cover is provided during the day. Outwith these hours any medical emergency or need is managed by the local outreach nursing and emergency services. There are on call arrangements whereby senior staff can be contacted for management support.

The main aim of the service is "to provide opportunities for individuals to experience a safe and fulfilling lifestyle, which maximises their health and wellbeing through skilled support".

A short notice inspection to the service by one Care Inspector was carried out on 16 March 2017. Prior to our visit we looked at information provided through the annual return, certificate of registration and staffing schedule. We also took account of information provided through questionnaires sent to service users, relatives and staff by the Care Inspectorate in advance of carrying out the inspection.

Over the course of the inspection we carried out the following activities; -

- Speaking with service users and observing staff interactions
- Speaking with 2 relatives by telephone
- Looking at the content of surveys carried out and how the service engages with people who use the service
- Speaking with the registered manager, a selection of staff on duty and a visiting nurse
- Examining a range of documents including 3 support plans and associated assessments/records
- Carrying out an environmental inspection of communal areas and bedrooms of 2 service users
- Looking at records relating to the maintenance and servicing of equipment and environment.

We recognise that there have been significant changes to the management team in the past year which has meant that the current management team and group have had to work hard to re-establish a number of systems and processes.

Feedback was given to the manager by telephone on 21 March 2017 where the findings and grades awarded were accepted as an accurate reflection of current performance.

What people told us

We spoke with four service users and observed their interactions with staff. We heard positive comments about each service user's day to day experiences including support provided by staff and activities; -

"I like being here. I was out to a concert, we got a taxi there."

"My room is a palace. I like it here."

"I was out at Tesco's and we had lunch, I enjoy going out (with support from staff)."

We observed that each service user appeared relaxed and were comfortable when interacting with staff.

A service user who recently moved into home has settled very well and we heard about the positive impact that this has had on the individual. A visiting community learning disability nurse shared, staff have had a very positive influence in helping the new service user settle into the home. He could see improvements in the mood state, mental stimulation and engagement with environment and with others since the individual moved into the home.

We also spoke with two relatives by telephone. One of which uses the service on a respite basis. We heard how staff within the service had helped with the transition into respite through carrying out good preparatory work. This means that they spent time getting to know preferences and any routines. Staff and management team have helped create good open communications and use a diary to help inform family of how their relative spent their time in respite.

We heard about the positive outcomes which included supporting their loved one to engage with community activities, develop interests and build positive relationships. They concluded that whilst it may be good for their loved one to spend time with other service users of a similar age the benefits of the supports provided far outweigh these issues.

We heard a number of positive comments from the second relative that we spoke with which mirrored that there are good communications which help keep him up to date. He shared that his loved one is very settled and content living within the service. Staff are good at supporting his loved one to attend activities and outings which are reflective of her interests. We heard that there are no concerns relating to the care and support provided by the experienced team of staff.

Self assessment

A self assessment was completed by the service in advance of the inspection being carried out. Our findings correlated with the self assessed grades of grade 4 (good) for quality theme 1 (quality of care and support) and quality theme 2 (quality of environment).

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	4 - Good
Quality of staffing	not assessed
Quality of management and leadership	not assessed

What the service does well

Staff and management are knowledgeable about the current wishes and needs of each service user and work at a pace that suits each individual. We observed positive, engaging and warm relationships between service users and staff.

The management team have also worked at developing team profiles with staff. This means that staff are clear of what is expected of them when supporting each individual service user.

We looked at three care plans and associated records and concluded that staff understand the importance of delivering care in a person centred way for each service user. The records of involvement are used to reflect how each service user is involved in decision making, check how they respond to activities and is used to shape how care and support is planned for the future.

A service user shared how they had been involved with making changes to their bedroom and how this had a positive impact. We found the environment to be clean, homely and relaxed. We heard how the service supports each service user to develop positive links with the local community.

An independent company carried out an assessment in January 2017 to identify any environmental risks. Findings from the report indicated that there high levels of compliance with a good risk profile. Areas identified as needing improvement are being currently worked on.

There were records in place to reflect checks carried out to equipment to ensure that they are kept in good order and reduces the risk of harm to service users - we make further comment in "what the service could do better" section.

The service also follows good practice guidance when using equipment which may be regarded as being potentially restraining through carrying out an assessment in advance and involving other representatives including legal guardians. This is important to ensure that the rights and risks of individuals are appropriately balanced.

The service has continued to work on developing the sensory room and has made this available to both respite and permanent residents. The management team have been pro-active in sourcing equipment to meet the needs and improves the day to day experiences of individual service users; this includes having re-assessments carried out for those who use wheelchairs.

What the service could do better

The service has issued a survey and was in the process of collating the findings. We would expect that they will develop an action plan to address areas that require further improvement. The service misses an opportunity to capture feedback from relatives at review meetings.

We were informed that the service continues to work on their participation strategy and policy. We made a recommendation at the previous inspection in connection with this area and concluded at this point in time the recommendation has not been met. See recommendation 1.

Whilst there service uses a range of risk assessments we found that these did not always include a clear timescale for re-evaluation or were always revisited post incident. Based upon our findings we concluded that the recommendation made at previous inspection is not met. See recommendation 2.

The service needs to improve how it stores continence aids in order that they adhere to best practice guidance in relation to infection control and ensure the efficacy of the products. We shall make a recommendation in connection with this area. See recommendation 3.

The service records checks that have been carried out within the home to reduce risks to residents, we discussed how the service should also include checks to the call system within respite bedroom and or alternative types of alarm systems into the monthly checks.

We identified that there is further work needing done in relation to water safety. Water temperatures are being recorded however they do not always adhere to the maximum safe limits as per HSE guidance. Whilst checks and some measures are put in place to prevent the risk of legionella it is evident that some further work is needed to ensure that checks are aligned to best practice. We shall make a recommendation in connection with this area. See recommendation 4.

The service records any accidents and incidents that occur and provides brief details of follow up actions. We discussed with a senior carer how the system could be developed further by prompting staff to check if risk assessments and associated care plans are up to date and reflective of the needs of residents. We received a positive response to take this area forward and shall check progress at the next inspection.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 4

1. The provider should ensure that a participation strategy and involvement policy specific to the service and the abilities of the service users is developed. This will provide a method of gaining views of service users and their involvement.

National Care Standards, Care homes for people with learning disabilities - Standard 5, Management and staffing arrangements.

2. The provider should ensure that risk assessments are reviewed regularly with clear evidence of how these were reviewed, who was involved in the review and any action taken.

National Care Standards, Care homes for people with learning disabilities - Standard 5, Management and staffing arrangements.

3. The provider should ensure that continence aids are stored in line with good infection control practices for example in original packaging in an environment which does not affect the efficacy of the product.

National Care Standards, Care Homes for people with learning disabilities - Standard 4 Your Environment

4. The provider should ensure that there are robust checks and systems used to protect service users and staff from risk of harm from the water supply.

National Care Standards, Care Homes for people with learning disabilities - Standard 4 Your Environment.

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
29 Dec 2015	Announced (short notice)	Care and support Environment Staffing Management and leadership
		Not assessed Not assessed Not assessed Not assessed
19 Apr 2016	Re-grade	Care and support Environment Staffing Management and leadership
		Not assessed 4 - Good Not assessed Not assessed
5 Aug 2015	Announced (short notice)	Care and support Environment Staffing Management and leadership
		4 - Good 3 - Adequate 4 - Good 4 - Good
20 Jan 2015	Unannounced	Care and support Environment Staffing Management and leadership
		3 - Adequate 3 - Adequate 4 - Good 3 - Adequate
27 Jan 2014	Unannounced	Care and support Environment Staffing Management and leadership
		4 - Good 4 - Good 4 - Good 4 - Good
27 Mar 2013	Unannounced	Care and support Environment Staffing Management and leadership
		3 - Adequate 3 - Adequate 3 - Adequate 3 - Adequate

Date	Type	Gradings	
22 Mar 2012	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
28 Sep 2010	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 5 - Very good Not assessed
27 Apr 2010	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good Not assessed
9 Dec 2009	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good 4 - Good 4 - Good
7 Jul 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good 4 - Good 4 - Good

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