

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

Garden Villa
Gattonside
Melrose
TD6 9NW

Telephone: 01896 823616

Type of inspection:

Unannounced

Completed on:

20 November 2018

Service provided by:

Brothers of Charity Services (Scotland)

Service provider number:

SP2008010095

Service no:

CS2008186665

About the service

The service has been registered since 2009.

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.

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".

What people told us

We spent time with all the people living in the home, and also one person who was staying for respite. Some people were able to tell us that they were happy with the care and support they received and comments included;

"The hairdresser is coming tonight".

"I like my room. My bed has plenty of blankets and pillows - I like my bed".

"I went for a shopping trip with staff and also out for my birthday and we had dinner out".

"I am going out tomorrow and going to do some shopping".

"I had cake for my birthday!"

"I have been here for years and in with the bricks!"

"I am happy and like it here".

"The staff are good and look after me".

Where people were unable to communicate verbally we observed them to be relaxed and at ease with the support from staff and within their environment. It was evident that staff supported people in a kind, caring and respectful way and that they knew individual's support needs very well.

We spoke with relatives of people who lived in the home and also with a parent of a person who stays on a regular basis for respite care. They were very happy with the quality of the care and support and told us:

"They sometimes have entertainment which he loves such as animals. He also really enjoys making scones".

"Staff are good and always good at responding the anything".

"I don't think there are enough staff and there is not always a member of staff with him".

"They are always good at responding to anything".

"I visit three time a week and have no faults".

"She is very well looked after and I am always involved in her review every six months".

"Everything is really fantastic and they always keep me informed".

"I really cannae fault them and if I did have any complaints I would tell them".

Self assessment

We are not requesting self-assessments from providers for this inspection year. Issues relating to quality assurance, acting on feedback from people using the service and the quality of the service's improvement plan are considered throughout the inspection.

From 1 April 2018 the new "Health and Social Care Standards have replaced the existing Care Standards. These Standards seek to provide better outcomes for people who experience care and services should now be familiarising themselves with these. Services must now take account of the new standards, and work with staff and the people they support to implement these effectively.

From this inspection we graded this service as:

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

What the service does well

People continued to be well supported to meet their needs and to live happy and healthy lives. The service worked in consultation with other professionals which promoted a consistent approach to individual care. Review meetings were held regularly with the individual, their family, the key team and any other professionals where appropriate. We saw these to provide a good opportunity to ensure all people were as involved as they could be and that the persons outcomes were being met.

We observed people to be happy, relaxed and content with the support from staff and within the environment. It was clear people had good, trusting relationships with staff and that they were genuinely cared for in a kind, caring and sensitive way.

There was a varied range of activities provided within the home and on a one to one basis which people told us they really enjoyed. One service user had been out for the day shopping and for lunch it was lovely to see the positive impact this had made on their confidence, self-esteem and well-being.

People continue to receive respite care and we spent time with one person arriving for the weekend. It was evident they were happy to be there and were relaxed and at ease within the home and support from the staff.

There were various systems in place to monitor the quality of areas across the service. This included audits of finances and medication to ensure people were supported safely and their interests safeguarded. There was an overview of staff supervisions, team meetings and training to ensure staff were trained, competent and able to reflect on their practice.

Accidents and incidents were appropriately recorded, monitored and evaluated. Some incidents lacked detail of any follow up action, however new incident forms have been developed to improve this, and verify that follow up action has been taken.

What the service could do better

We have repeated a recommendation in relation to the procedure for recording, monitoring and evaluating bruising. Improvement is still needed to ensure people are protected and kept as safe as possible. This includes passing information to relevant others where appropriate.
(Recommendation 1)

Some information in support plans had not been updated following changes to individual healthcare or support needs, therefore was not reflective of the actual support they were receiving. Although staff knew how to effectively meet their support needs, it is important that plans are up to date to promote safe, consistent care. We have asked the service to consider a more formal approach to support plan audits to ensure they are up to date.

The procedure to review people's needs prior to their respite visit was not routinely completed. Therefore staff were often relying on parents/families informing them of any changes when they arrived for each respite stay. It is important to review all healthcare and support needs prior to each stay to enable the most up to date and outcome focussed support.

The service should demonstrate that the level of staff on duty is sufficient to meet individual needs. Dependency assessments identified that all people needed a high level of support but these did not link into, or influence staffing levels. The levels of staffing also remained the same when people, with often complex support needs, were receiving respite care, which we considered may have the potential to detract from the level of support permanent residents received.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The service should develop a clear and auditable procedure for the recording, monitoring and evaluating explained and unexplained bruising.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that "I use a service and organisation that are well led and managed". (HSCS 4.23)

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
7 Dec 2017	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed 5 - Very good Not assessed
21 Mar 2017	Announced (short notice)	Care and support Environment Staffing Management and leadership
		4 - Good 4 - Good Not assessed Not assessed
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
		3 - Adequate 3 - Adequate 4 - Good

Date	Type	Gradings
		Management and leadership 3 - Adequate
27 Jan 2014	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
27 Mar 2013	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 3 - Adequate
22 Mar 2012	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
28 Sep 2010	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
27 Apr 2010	Announced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership Not assessed
9 Dec 2009	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
7 Jul 2009	Announced	Care and support 5 - Very good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good

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