SCSWIS
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Care service inspection report

Oversteps (Care Home)

Care Home Service Adults

Earls Cross Road
Dornoch
IV25 3PJ
Telephone: 01862 810393

Inspected by: Kathleen Sutherland

Type of inspection: Unannounced

Inspection completed on: 23 January 2012

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Service provided by:

Church of Scotland Trading as Crossreach

Service provider number:

SP2004005785

Care service number:

CS2003008465

Contact details for the inspector who inspected this service:

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Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

We gave the service these grades

Quality of Care and Support	6	Excellent
Quality of Environment	6	Excellent
Quality of Staffing		N/A
Quality of Management and Leadership		N/A

What the service does well

- Management and staff at Oversteps Care Home continue to deliver an excellent level of care and support to the people who live there and their family members.
- Management and staff at Oversteps Care Home continue to work well with the various agencies that are involved in the care home.
- Management and staff have established excellent links with the community and use the resources within the community to benefit the people who live in the care home.
- The quality of food continues to be excellent and the chef takes a great pride in his work and knows the likes and dislikes of all the people who live in the care home.
- Management and staff continue to carry out training to enhance their existing skills.
- Staff are very dedicated in their work and many carry out additional training in their own time.

What the service could do better

- The service provider should continue to review and evaluate the new care plans to ensure good outcomes for service users.
- The service provider should continue to progress the concept of service users, who are able to, to complete their own care plan. The service provider may wish to compare the previous care plan with the one written by the service user to see if there are dramatic changes or whether or not the service user has identified areas of care that perhaps staff had not.
- Staff training in the holistic care approach should be progressed.
- Bedroom risk assessments should be progressed.
- The surrounding areas of the care home require to be fenced to minimise the risk of people who live in the care home from wandering into woodland. This should be progressed.
- Additional lighting is required to light up the driveway and the main entrance.
- The addition of a doorbell which links into the call system should be progressed to alert staff that someone is at the door at night.
- Signage requires to be put on the old entrance to inform visitors of where the main entrance is.
- Discussion with people who live in the care home about the layout of the sitting room should be progressed.
- Layout of sitting room to be discussed with residents.

What the service has done since the last inspection

Staff and management at Oversteps Care Home continue to keep up to date with best practice guidelines.
Staff training has been carried out. New furniture has been purchased for the Care Home. New carpets have been purchased for the lounge area and also some of the people's bedrooms. Innovative ways have been created in the form of technology to enable people who have a dementing illness to continue to go out of the Care Home.

Conclusion

We concluded at the end of this inspection that staff and management at Oversteps Care Home continued to provide an excellent service. When we spoke with people who lived in the Care Home we were told that they were very happy and that they could not wish for a better home. We were told that the quality and presentation of the food was 'second to none'. We looked at the questionnaires that had been returned to us before this visit which had been completed by both people who lived in the care home and their family members. 20 questionnaires had been returned and in all 20 people praised the work of staff and management at Oversteps. Comments noted are included in the section of this report: Views of People who use the service.

Who did this inspection

Kathleen Sutherland

1 About the service we inspected

Before 1 April 2011, Oversteps Care Home was registered with the Care Commission. On this date the new scrutiny body, Social Care and Social Work Improvement Scotland (SCSWIS) now the Care Inspectorate took over the work of the Care Commission, including registration of care services. This means that from 1 April 2011 this care service continued its registration under the new body, SCSWIS now the Care Inspectorate.
Oversteps Care Home provides a care service for up to 24 older people. Oversteps is managed by Crossreach which is the social work department of the Church of Scotland.

The aim of the service as noted in the information pack: introduction to the service is:-
To provide a happy and caring environment enabling residents to live as independently as possible through individually designed personal plans.

Based on the findings of this inspection this service has been awarded the following grades:

Quality of Care and Support - Grade 6 - Excellent
Quality of Environment - Grade 6 - Excellent
Quality of Staffing - N/A
Quality of Management and Leadership - N/A

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.scswis.com or by calling us on 0845 600 9527 or visiting one of our offices.

2 How we inspected this service

The level of inspection we carried out

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

What we did during the inspection

This was an unannounced inspection that was carried out on Monday 23 January 2012 by Kathleen Sutherland, Inspector, Care Inspectorate. During this inspection we spoke with people who lived at Oversteps and also some visitors who were there at the time. We spoke with staff and also observed interaction between staff and the people who lived at the Care Home and we carried out an extensive tour of the premises. We viewed relevant documentation and also noted the comments made in the questionnaires that had been returned to us before the visit. All of the aforementioned informed this inspection report.

Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

Inspection Focus Areas (IFAs)

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at www.firelawscotland.org

The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic

Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

We received a completed Self Assessment before this unannounced inspection. The service provider had identified strengths and areas for improvement. We were satisfied with the content of the Self Assessment.

Taking the views of people using the care service into account

We received 20 completed questionnaires which had been returned to us before we carried out this inspection. People who lived in the care home and their relatives had completed them and all the comments were very positive. Comments noted included the following:

- Everything is done to such a high standard in such a loving way.
- My father is still happy and secure in Oversteps and we are always delighted with the level of care and attention he receives. He has his ups and downs with the usual bouts of cold etc., but Oversteps staff provide the care and attention he needs at his age. Father still thrives on social contact, and the staff provide that in abundance, social events are arranged for patients. Dad maintains a healthy appetite, due mainly I guess to the fine kitchen facilities. Also the standard of cleanliness in fathers room and in and around the home are second to none. Again, to all involved in the administration and upkeep of this excellent CARE home we say a job well done.
- Quality of care and kindness is outstanding, not only for my relative but for myself when having difficult visits, always greeted by welcoming staff who seem genuinely pleased to see us not matter when we arrive, which can sometimes be well into the evening. Having visited other care homes we were so impressed by the standard of hygiene and cleanliness in particular the completely odour free atmosphere. Oversteps has surpassed all our expectations and it is wonderful to find my relative always immaculately clean, well fed and looked after. In conclusion I would not hesitate to recommend Oversteps to anyone requiring a care home placement.
- There is always a very big welcome when we visit.

- Oversteps is a caring home with outstanding staff. They care for their patients and look after them well. My relative is cared for outstandingly well and I cannot thank the staff enough.
- The home has a very good atmosphere when you enter. Although they are busy, I am always greeted warmly and staff always have the time of day for you. I am totally at ease knowing my relative is well cared for.
- My mother is so happy in Oversteps and we (the family) are happy too. I love visiting her, all the staff are so friendly and attentive. I leave inspired.
- My mother has had wonderful care in Oversteps. Friends who visit comment on the warm welcome from all staff to visitors. I am well aware of this because of my frequent visits. The staff have a good knowledge of residents past histories and put this to good use through reminiscence. This knowledge enables them to help many with short term memory loss find happiness and relaxation talking about the past. All staff carry out their duties in a caring, professional manner and appear to be a very happy team. I always return home thankful that my mother is getting such excellent care.
- We are very satisfied with the excellent care provided at Oversteps.
- I find the atmosphere of efficiency and friendliness in Oversteps to be exceptional. The home is always spotless. All the staff seem to be very happy at their work. My mother has received excellent care in her time there.
- It is just like a home from home.
- Lots of different outings and get a lot of stimulating activities.
- I cannot speak highly enough about the care my mum receives in Oversteps. Dementia is a horrible illness, but they cope so well and mum is always treated with the utmost dignity. They have also helped me to cope with the illness and I am able to take mum out for the day or the afternoon. It amazed me to realise how well they both got to know mum and how they understand her.
- The home is spotless.
- Oversteps is like a 5 star hotel.

Taking carers' views into account

See views of People using the Service.

3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 6 - Excellent

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

Service strengths

During this inspection visit we found that management and staff were continuing to involve people who lived in the care home, their family members and other agencies involved with the home in assessing and improving the quality of care and support provided.

Regular surveys were carried out in various forms. Questionnaires were sent out and information received used to inform future practice. Actions Plans put in place to progress good outcomes. People who lived in the home attended meetings and there were also meetings held with family members. Minutes were taken and these were available to all. People who lived in the care home and their relatives were given a copy of the National Care Standards and other leaflets from the Care Inspectorate. During the meetings discussion took place about the standards and how the care home felt they were meeting them. The grading structure that we use was explained to people and advice was taken from all parties.

Before this visit we sent out questionnaires to people who lived in the home and their family members. We received twenty back and in all of them people told us that they felt involved in the running of the care home and that they were able to express their views and that they were listened to.

Areas for improvement

- The service told us in the self assessment that was completed before this inspection that care plans were being re structured. Although people had been involved the preparation of this information the service thought that where possible people should write up their own care plan and advise of what

support they required. The service provider should therefore, where possible, continue with this practice and evaluate the outcome.

- The service provider should continue to maintain the current excellent level of practice.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Statement 2

We enable service users to make individual choices and ensure that every service user can be supported to achieve their potential.

Service strengths

Management and staff used various methods to ensure that people could make individual choices and be supported to achieve their potential. People who lived in the Care Home and their relatives were invited to meetings and this provided an opportunity for them to express their views. Minutes were taken to record the meetings. There was informal contact with people who lived in the Care Home and their relatives and during this inspection we saw on many occassion's that people were being asked about what they wanted to do. There were Advocacy services available to people who lived in the Care Home and we were told that this service had been recently used for someone who lived in the Care Home. There was a board displayed in the Care Home where people could see how their suggestions were dealt with. This was called 'You said, we did'. When we spoke with people who lived in the Care Home, their relatives and friends we were told that people were encouraged to make their own choices and were fully supported by staff to achieve their potential.

Areas for improvement

- The service provider should continue to maintain the current excellent level of practice.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Quality Theme 2: Quality of Environment

Grade awarded for this theme: 6 - Excellent

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the environment within the service.

Service strengths

During this inspection we were told that people had been involved in the choice of new carpet for the lounge. When we spoke with people who lived in the Care Home they told us that they had been consulted and that they chose the carpet. When we seen the carpet we were concerned that the multi pattern on it may not be the most suitable especially for people with dementia. However, when we spoke with many of the people who lived in the home they were adamant that they loved the carpet and that they were very happy with the choice they had made. Clearly, the views of people who lived at Oversteps had been taken into consideration and by enabling this choice the outcome was extremely good. Before other items of furniture were purchased people were asked about their choice.

Areas for improvement

- The layout of the sitting room should be discussed with people who live there.
- The lighting in the outside areas should be improved.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Statement 3

The environment allows service users to have as positive a quality of life as possible.

Service strengths

Oversteps Care Home and the garden areas are all maintained to enable people to have as positive a quality of life as possible. The Care Home is barrier free and there are ramps at all doorways. The large grounds are tarred and have paved areas. The garden area also contains many areas where people can sit. Hens are kept and people who live in the Care Home are very involved in their upkeep as part of their daily living. The communal space has many pieces of antique furniture and new

chairs had been purchased since the last inspection. The level of hygiene in the Care Home to include bedrooms, toilets, kitchen and communal areas was very high.

Risk assessments were in place and these were realistic to ensure that people's quality of life was not affected by over risk assessments.

Areas for improvement

- The service provider had identified in the Self Assessment returned to us that they intended to purchase swings. This should be progressed.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Quality Theme 3: Quality of Staffing - NOT ASSESSED

Quality Theme 4: Quality of Management and Leadership - NOT ASSESSED

4 Other information

Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

Enforcements

We have taken no enforcement action against this care service since the last inspection.

Additional Information

Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in SCSWIS re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).

5 Summary of grades

Quality of Care and Support - 6 - Excellent	
Statement 1	6 - Excellent
Statement 2	6 - Excellent
Quality of Environment - 6 - Excellent	
Statement 1	6 - Excellent
Statement 3	6 - Excellent
Quality of Staffing - Not Assessed	
Quality of Management and Leadership - Not Assessed	

6 Inspection and grading history

Date	Type	Gradings	
22 Sep 2010	Unannounced	Care and support Environment Staffing Management and Leadership	6 - Excellent Not Assessed 6 - Excellent Not Assessed
24 May 2010	Announced	Care and support Environment Staffing Management and Leadership	6 - Excellent Not Assessed 6 - Excellent Not Assessed
16 Jul 2009	Announced	Care and support Environment Staffing Management and Leadership	6 - Excellent 6 - Excellent 6 - Excellent 6 - Excellent
19 Mar 2009	Unannounced	Care and support Environment Staffing Management and Leadership	5 - Very Good Not Assessed 6 - Excellent Not Assessed

6 Nov 2008	Announced	Care and support Environment Staffing Management and Leadership	5 - Very Good 6 - Excellent 6 - Excellent 6 - Excellent

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.

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