

Quarriers - Ashgrove / Glen Valley Care Home Service

Quarriers Village
Bridge of Weir
PA11 3SX

Telephone: 01505 616019

Type of inspection: Unannounced
Inspection completed on: 14 July 2016

Service provided by:
Quarriers

Service provider number:
SP2003000264

Care service number:
CS2003001128

About the service

From the 1 April 2016 the way in which we carry out an inspection has changed. We choose which quality themes and statements are inspected for better performing services, to be more proportionate and targeted in our work. In highly performing services, inspections will consider Quality Theme 1: Quality of Care and support, Quality Theme 1, Statement 3 "We ensure that service user's health and well-being needs are met" will be considered during all inspections.

Ashgrove & Glen Valley is registered to provide support to a maximum of 13 adults with physical and sensory impairments, primarily epilepsy. It aims to meet people's needs by promoting and maintaining independence, skills and social inclusion.

Ashgrove and Glen Valley are two story Victorian style buildings set in the grounds of Quarriers Village outside Bridge of Weir.

Glen Valley has: seven en-suite bedrooms, a large open plan kitchen/living room, well furnished sitting room and conservatory. There was a lift to access the first floor and specialised bathing equipment (Arjo bath). We saw that the building was decorated and maintained to a high standard.

Ashgrove has: six en-suite bedrooms, a dining room, lounge and large open plan kitchen. Over the year prior to the inspection Ashgrove had been extensively refurbished and finishing touches were being undertaken during the inspection. As part of the refurbishment all bedrooms had been fitted with large wet/rooms. We were told that the kitchen was being replaced shortly after the inspection.

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com.

This care service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

What people told us

We had the opportunity to speak with ten people using the service during the inspection. They were all very positive about the service, staff and their support:

"They're (staff) great."

"Since I came into the service everyone has been friendly and helpful."

"I decided how I wanted my bedroom painted and decorated. I think it looks lovely."

"I do my own shopping and plan my meals."

"Everyone is friendly."

"Staff are a good laugh."

Self assessment

The acting manager submitted the self-assessment during the inspection. The acting manager explained why it had not been submitted and we were happy with explanation.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	not assessed
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

What the service does well

Staff were very good at finding out what people wanted to do and providing support to help goals be achieved. We found examples of this when people had been supported to: go on holiday to New York, Bulgaria and Spain, cruise round the Mediterranean, maintain a work placement and gain qualifications.

We found that staff undertook extensive risk assessment before people went on holiday. By doing this potential risks were identified and steps taken to reduce the chance of these occurring. This helped maintain peoples safety and supported them to achieve their goals.

The service was very good at monitoring and maintaining the safety and repair of the premises. Examples of this could be found when the acting manager installed shower sensors to make sure showers operated at an appropriate temperature and with Ashgrove's refurbishment.

Everyone living in the service has a support file/plan. When we read these we found that they were in line with the Scottish Governments Keys to Life learning disability strategy. Plans contained a wide range of information such as : individual support needs, goals, risk assessments and health/medical protocols. We found that staff were in close contact with GPs and specialised epilepsy nurses. Staff had a very good awareness of peoples medical support needs and had received a wide range of training such as: rescue medication, epilepsy, autism, palliative and adult protection. The manager and staff were aware of the need to keep their training up to date.

The service was very good at involving people in planning and evaluating their own care and developing the service. The service held regular meeting with people being supported, issued questionnaires and supported people to speak at Quarriers staff conferences. A good example of involvement was that people had been fully involved in choosing the furniture and décor of their bedrooms.

What the service could do better

The manager should consider using examples of "positive outcomes" when completing the service's self-assessment. By doing this the service will show the impact it has had on people's lives.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

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	
22 Jul 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
5 Aug 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
23 Aug 2013	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
30 Jul 2012	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
5 Aug 2011	Unannounced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
22 Dec 2010	Unannounced	Care and support	6 - Excellent

Date	Type	Gradings	
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
29 Jul 2010	Announced	Care and support	6 - Excellent
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
5 Nov 2009	Unannounced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
1 Jun 2009	Announced	Care and support	6 - Excellent
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
14 Nov 2008	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
6 Jun 2008	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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