

Mayfield Lodge Care Home Service

6 Mayfield Road
Inverness
IV2 4AE

Telephone: 01463 240496

Type of inspection: Unannounced
Inspection completed on: 8 February 2017

Service provided by:
Crownmont Ltd

Service provider number:
SP2005007415

Care service number:
CS2005094660

About the service

Mayfield Lodge is a registered care home run by Crownmont Ltd. It is registered to provide a care service to a maximum of 12 adults with learning disabilities.

The service is located in a single storey building, close to the centre of Inverness. There are shops, parks, churches and leisure facilities nearby. The accommodation consists of 12 bedrooms with wash hand basins, three bathrooms, two lounges, dining room, laundry area and kitchen. The building is set in large grounds with a garden area.

The stated mission of Mayfield Lodge is:

- "To improve the quality of care for service users through the provision of individualised residential services. Our services should enhance the quality of life of our service users and increase the support of people with complex needs within our organisation".

This service registered with the Care Inspectorate on 1 April 2011.

What people told us

We received 11 Care Standard Questionnaires from the residents at Mayfield Lodge. These provided a positive response about the service. One resident requested that they go swimming more. This was discussed and swimming sessions already took place.

We spoke with nine residents during the inspection. This was individually and as a group in the sitting room. The residents stated that they enjoyed staying at Mayfield Lodge and were involved in activities at the service and in the community. During the inspection they were involved in a Zumba session and a singing group. All stated that they enjoyed these groups.

Self assessment

We did not receive a self assessment from the provider. This was discussed with the managers of the service. An explanation was provided.

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

Residents continued to be happy, safe and get on well with other residents and staff at Mayfield.

Support plans provided information about the residents' support needs to enable them to maintain and enhance their independence. These plans also provided information about what triggered behaviours and how to divert and distract from these behaviours. Safe medication procedures were followed including clear recording.

The residents were involved in making various day to day choices and planning of meals and activities. Regular residents' meetings had identified household issues and these had been rectified. Residents attended regular review meetings to discuss their changing health and social care needs. Family members were invited and attended if possible. Residents' views were also given via questionnaires which had been generally positive and reiterated the household issues which had been addressed.

Residents maintained good health. They attended regular appointments supported by staff or family members. The service had good communication with various healthcare professionals who responded promptly to queries from the service. Residents attended routine screening or submitted tests. Healthy lifestyles were followed by residents. This included eating healthily and taking various exercise. Residents also enjoyed a good social lifestyle. Residents' holidays were planned to address their interests and wishes.

Good communication with families was encouraged using various methods to provide a timely response.

The service had a change in management structure during the past year. This structure worked well. The staff members at the service were very motivated and acted upon the best interests of the residents. Systems were in place to allocate daily work to ensure that the residents were able to attend groups and appointments. Rotas were also planned to address this. Senior staff members were working towards their qualifications. We discussed the management PDA of the two supervisory units for the seniors. This would be discussed with their SVQ provider.

We discussed Scottish Social Services Council training and the open badge scheme as providing opportunities for staff members to obtain leadership and other training.

Systems were in place to ensure that procedures were followed and regularly checked. A software management system provided a facility to audit management procedures. This system would help ensure that reviews and staff training and other elements regularly took place.

What the service could do better

Although the support plans included good information about the support to be provided, they could be further improved. This would be more clearly describing what support was provided. This could be achieved by more clearly describing the terms "support", "assist" and "prompt".

At the previous inspection it was identified that a number of documents had not been signed and dated. This was still the case in some instances and this should be addressed. A system was in place to record changes to support plans but was not fully used.

It was noted that risk assessments should be reviewed more regularly and be more person centred rather than being generic. **(See Recommendation 1)**

On checking the SSSC registration it was apparent that the registration of new staff was approaching the six month timescale. The consequences of failure to register in time were explained and the managers provided an

explanation for the delay. They advised that the staff members would be allocated non registerable work if the time limit expired. It was recommended that the service develop a system to ensure a prompt submission of the registration application. **(See Recommendation 2)**

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. It is recommended that risk assessments should be reviewed at least annually and be related to the individual resident.

National Care Standards, Care Homes for People with Learning Disabilities, Standard 9, Feeling Safe and Secure

2. It is recommended that the service develop a system for prompt submission of registration documents.

National Care Standards, Care Homes for People with Learning Disabilities, Standard 5, Management and Staffing Arrangements

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	
23 Mar 2016	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
23 Mar 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

Date	Type	Gradings	
3 Apr 2014	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
18 Feb 2014	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good Not assessed
18 Apr 2013	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 3 - Adequate 4 - Good
20 Apr 2012	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good
13 Dec 2011	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed Not assessed 4 - Good
18 Feb 2011	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed Not assessed Not assessed
20 May 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 4 - Good
1 Dec 2009	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 3 - Adequate 3 - Adequate

Date	Type	Gradings	
16 Jul 2009	Announced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 3 - Adequate 3 - Adequate
19 Jan 2009	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate 4 - Good 3 - Adequate
14 Jul 2008	Announced	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate 4 - Good 3 - Adequate

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