

## CIC Duddingston Row Care Home Service

38 Duddingston Row  
Edinburgh  
EH15 3ND

Telephone: 0131 657 2202

Type of inspection: Unannounced  
Inspection completed on: 17 March 2017

**Service provided by:**  
Community Integrated Care

**Service provider number:**  
SP2003002599

**Care service number:**  
CS2003011067

## About the service

Duddingston Row care home has been registered with the Care Inspectorate to provide support to five adults with learning disabilities. The support is provided over a twenty-four hour period including sleeping night cover.

Five people were using the service at the time of our inspection.

## What people told us

We sent seven care standards questionnaires to the manager to distribute to customers, relatives and carers. Four customer sent us completed questionnaires.

We also asked the manager to give out questionnaires to staff and we received nine completed ones.

"....Generally the level of care is good. There are big choices of activities to stimulate the supported person....."

" X (user) is always well presented and appears happy on the fortnightly visits to our home."

"I am happy that my brother is well looked after and content. Good staff and a caring environment."

Comments from staff:

"The service would benefit from introducing training in autism and dementia."

## Self assessment

We received a fully completed self-assessment document from the service provider. We were satisfied with the way the service provider had completed this and with the relevant information they had given us for each of the headings that we grade them under.

The service provider identified what they thought they did well, some areas for development and any changes they planned.

## 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	5 - Very Good

## Quality of care and support

## Findings from the inspection

We made several requirements and recommendations at our last inspection, to which the service has performed very well to address and has met the improvements needed to support people to achieve more positive outcomes with using the service.

This included a requirement around how staff showed dignity and respect to one another and service users. The service has addressed this well by delivering re-fresher training to staff and asking the newly formed quality assurance department to undertake a safeguard and dignity audit. This explored several areas including staff's knowledge of reporting any concerns.

The feedback we received from all of those using the service at the time of our inspection was very positive. They gave us examples of the positive outcomes they have achieved with using the service over the past year or so, which included going on holiday and engaging in community based activities.

We also observed positive interactions between staff and service users and dignity and respect was shown at all times.

Positive development has supported the registered manager to bring several positive improvements to the service.

This included, but was not limited to the following:

- \* Detailed, person centred and easy to read format support plans and outcome plans.
- \* A revised format for undertaking six monthly reviews of people's support needs, capturing the discussions held and the actions agreed.
- \* Person centred pre-review structure planners, ensuring the supported person is at the centre of how the review meeting is planned and delivered to meet their individual needs.
- \* The service has fully embedded the recommendations detailed within the Keys to Life strategy; promoting and improving the quality of life for people with learning disabilities.
- \* The development of further opportunities for service user and relative involvement through the monthly house meetings, staff recruitment and family forum meetings.

We identified that the staffing levels had been reduced a little towards the end of last year, through sickness and annual leave. This has had an impact on some service users undertaking their activities on occasions. However staffing levels are now at an appropriate level and the service can source additional staffing from nearby CIC services if required who know the service users well (without having an impact on others). We will continue to monitor staffing levels at future inspections.

Positive outcomes are being achieved by service users with the support of the staff. Although this was clear to us, the service has identified for themselves the need to be more creative in how this is captured and evidenced.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## Quality of environment

This quality theme was not assessed.

## Quality of staffing

### Findings from the inspection

Discussions with staff and a sample of relevant evidence told us that the staff felt supported in their roles, had confidence in the management and leadership of the service and received regular support and supervision meetings with their line manager.

The service has also introduced 360-degree feedback for the staff member's annual performance review. This included personal training and development plans, to which many were in the process of completing their SVQ 2 in health and social care.

Regular training is delivered to staff covering several mandatory topics. However, we felt that due to the nature of some people's support needs, that staff would benefit from having autism and dementia awareness training provided. We will follow this up at our next inspection.

The service needs to be mindful of the forthcoming revised National Care Standards being launched later in the year and the timescales for support workers to be appropriately trained and qualified to meet the requirements of the Scottish Social Services Council.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## Quality of management and leadership

### Findings from the inspection

The management and leadership of the service has also very much improved following our previous requirement. This has been assisted by the development of additional resources and support to the registered manager, in the form human resources, quality assurance and the recently appointed new senior management structure.

A continuous improvement plan is in place, based around the National Care Standards. The service has also included people's views when completing the annual self-assessment we ask care providers to complete and submit to us.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 5 - very good

## What the service has done to meet any requirements we made at or since the last inspection

## Previous requirements

### Requirement 1

The service provider must ensure that all service users are treated fairly with dignity and respect shown at all times.

This in order to comply with SSI 2011/210 Regulation 4 - Welfare of users (b), provide services in a manner which respects the privacy and dignity of service users.

National Care Standards, Care at Home, Core values.

Timescale for implementation: Immediately on receipt of this inspection report, followed by appropriate staff training within a six-week period.

**This requirement was made on 9 May 2016.**

### Action taken on previous requirement

Since our last inspection, re-fresher training has been provided to staff on the values of the organisation and the National Care Standards, which included dignity and respect.

The quality assurance department have also undertaken a safeguarding and dignity audit as a further measure to address the concerns we had.

Feedback from service users, relatives and staff was positive. We also observed good interactions between service users and staff.

**Met - within timescales**

### Requirement 2

The service provider must address the issue of weak leadership and management within the service and ensure improvements are made to ensure staff feel supported and service users' care and support needs are met as

appropriate.

This is in order to comply with SSI 2011/210 Regulation 15 - Staffing

Timescale: Six weeks on receipt of this inspection report.

**This requirement was made on 9 May 2016.**

## Action taken on previous requirement

Additional support and resources has been provided to the registered manager which includes a senior support worker, recently appointed senior management (under a new structure) and a quality assurance department.

This has supported the service to improve and development the leadership and management of the service.

**Met - within timescales**

## What the service has done to meet any recommendations we made at or since the last inspection

### Previous recommendations

#### Recommendation 1

The service needs to fully embed Keys to Life within people's care and support planning and delivery.

National Care Standards, Care at home, Standard 7 - Keeping well - healthcare.

**This recommendation was made on 9 May 2016.**

#### Action taken on previous recommendation

The service has performed well with embedding the recommendations of the Keys to Life Strategy into peoples' support plans.

### Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

### Enforcement

## Inspection and grading history

Date	Type	Gradings	
11 Mar 2016	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 5 - Very good 3 - Adequate 3 - Adequate
26 Jun 2014	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 5 - Very good 5 - Very good 5 - Very good
2 Mar 2012	Re-grade	Care and support Environment Staffing Management and leadership	Not assessed Not assessed Not assessed 5 - Very good
2 Mar 2012	Re-grade	Care and support Environment Staffing Management and leadership	Not assessed Not assessed Not assessed 1 - Unsatisfactory
3 Nov 2010	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed Not assessed Not assessed
7 May 2010	Announced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed Not assessed 5 - Very good
14 Jan 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 4 - Good
3 Jun 2009	Announced	Care and support Environment Staffing	5 - Very good 5 - Very good 4 - Good

Date	Type	Gradings	
		Management and leadership	4 - Good
4 Feb 2009	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
13 Jun 2008	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good



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