

SAMH - Rosemore SA Care Home Service

Rosemore
9 Pitt Terrace
Stirling
FK8 2EZ

Telephone: 01786 474241

Type of inspection: Unannounced
Inspection completed on: 20 January 2017

Service provided by:
Scottish Association For Mental Health

Service provider number:
SP2003000180

Care service number:
CS2003011546

About the service

SAMH - Rosemore SA is registered as a care home service. It is provided by the Scottish Association for Mental Health, a voluntary sector organisation, which provides services for people with mental health problem across Scotland.

The care home is in the centre of Stirling close to local amenities. The house is on three levels providing single room accommodation for people. Other facilities including a kitchen, lounge, smoking room and shared bathroom facilities. There is a communal garden to the rear of the building.

The service provides 24 hour support for up to seven adults with mental health problems. There is sleep over support from 10:30pm until 8:30am by one staff member. During the week all support workers are present between 9:30am and 5:30pm. At the weekend only one support worker is present.

The service is provided by a manager and five full-time support workers and two part-time support workers.

The staff team also supports people within their own homes, as part of another registered service.

What people told us

We spoke to five people in the service. Their comments included;

- "The staff spend time with me when I am feeling low. I can be vulnerable and they keep me right."
- "I am happy with the service SAMH provides. The service meet all my needs. The staff listen to my views. The service helps me to lead as happy a normal life as possible with some support with this the staff."
- "I'm getting out more here than where are you too late. I'm doing more for myself such as shopping and cooking with staff support. I have a very good key worker and we planned to do things together such as going to the bingo."

Four people returned questionnaires to us. In the questionnaires all people agreed that;

- My support plan tells people about me and what I like.
- Staff know how to support me.
- The service helps me to be as independent as possible.
- I was involved in choosing personal items and things I like for my own room and around the home.
- I feel safe in the service.
- Staff treat me well.
- I am confident staff have the right training and skills to support me.
- Staff members have enough time to support and care for me.
- I am asked for my views on how things can be improved.
- I feel my views are listened to by the service.
- Overall I am happy with the quality of care and support this service gives me.

Three people agreed;

- When I tell the service I am unhappy with anything, they do something about it.

Self assessment

The service provided an appropriate assessment of its strengths and areas for development.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	6 - Excellent

What the service does well

The views of people who use the service are listened and acted on. The people we spoke to felt they could make and contribute to important decisions. They felt that the service was responsive to their needs. People told us how much they were involved in planning their support, based upon their working relationship with their keyworkers each person had regular reviews of the support they received. People were supported by the keyworker to prepare to take part in their reviews. People rated how well they were meeting their desired outcomes and the overall quality of the service.

The people who use the service were involved in preparing their personal plans, and their review. People's support plans were also written from their point of view. The personal plans were based upon what people wanted from the service and how they could achieve what they wanted. The plans contained clear information and guidance on how to support the person to ensure their wishes and needs were respected and met. The goals set for each person and progress to meeting them was recorded.

People were well supported to live as independently as possible, to be part of the community, and to exercise choice and control in their lives. Some people's goals were about day-to-day activities for example going shopping and preparing meals. People were supported to pursue their social and other interests. Some people were very active in their local community and to keep up relationships with families and friends. Other goals could be for longer term outcomes and benefits for people using the service, for example improved stability through the company and support in the service supporting their mental health symptoms, and reduced incidences of admission to hospital.

The staff have a very good knowledge of mental health issues, and how to constructively support people to manage their mental health. People's person plans included a shared assessment of the signs of increasing mental health problems and the appropriate response to these. The staff team was motivated and enthusiastic. This had a positive impact on the quality of support people experienced.

The provider had made an improvement to the quality of management of the service by establishing a regular meeting of the managers of other SAMH services in the local area. The manager's shared ideas for good practice, solutions and resources and learning from other Care Inspectorate inspections. The manager reported it was good to have peer support. The managers' group was looking to further improve practice through peer audits of each others services.

The service provided a very high standard of support. The manager and the staff team were knowledgeable about mental health support. People received a very person centred service. The service listened to the views and wishes of people. People living at Rosemore saw it as their home and were settled and happy there and were very positive about the support provided.

What the service could do better

The service could develop an improvement plan, that would be periodically reviewed, setting out the outcomes that were important to people using the service, staff and management, and to report on how these were being achieved.

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	
14 Dec 2015	Unannounced	Care and support	6 - Excellent
		Environment	5 - Very good
		Staffing	6 - Excellent
		Management and leadership	6 - Excellent
17 Dec 2014	Unannounced	Care and support	6 - Excellent
		Environment	5 - Very good
		Staffing	6 - Excellent
		Management and leadership	5 - Very good

Date	Type	Gradings	
27 Feb 2014	Unannounced	Care and support	6 - Excellent
		Environment	5 - Very good
		Staffing	6 - Excellent
		Management and leadership	5 - Very good
29 Nov 2012	Unannounced	Care and support	6 - Excellent
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
29 Nov 2012	Unannounced	Care and support	6 - Excellent
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
17 Dec 2010	Unannounced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
22 Oct 2010	Announced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
18 Mar 2010	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	5 - Very good
21 Aug 2009	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	4 - Good
25 Mar 2009	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	4 - Good

Date	Type	Gradings	
21 Aug 2008	Announced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	4 - Good

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Care Inspectorate
Compass House
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