

# Trinity House Care Home Service

38 Carlisle Road  
Lockerbie  
DG11 2DS

Telephone: 01576 204676

Type of inspection: Unannounced  
Inspection completed on: 26 April 2017

**Service provided by:**  
Oakview Estates Limited

**Service provider number:**  
SP2011011694

**Care service number:**  
CS2013318503

## About the service

The Care Inspectorate regulates care services in Scotland. Prior to 1 April 2011, this function was carried out by the Care Commission. Information in relation to all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com).

This service under its new provider was registered with Social Care Social Work Improvement Scotland (SCSWIS) on 3rd September 2013. The regulator is now to be commonly known as the "Care Inspectorate".

Trinity House is currently registered to provide care and support to thirteen people with learning disabilities.

This care home was formerly owned and run by the Castlebeck Group and changed ownership in September 2013. The new provider is Oakview Estates Limited with the care aspects of this organisation being managed by The Danshell Group.

The building is located in a residential area within the town of Lockerbie and has easy access to the local amenities and community resources.

There is the main house with the bungalow next to it and a large garden to the side.

The main house has ten single bedrooms and one double bedroom which has single occupancy. Nine of the bedrooms have an en-suite shower or bath and two with en-suite toilet facilities.

The home is spacious, attractively decorated and is of good structural condition both internally and externally, and there is a large sitting room with an adjacent conservatory.

There is an area designated for activities and a 'training kitchen' to promote resident's independence. Downstairs there are also two offices, a laundry, dining room, toilets and a 'clinic room'.

The 'Bungalow' as it is known has two bedrooms with a lounge, kitchen and bathroom and its own small garden.

The Statement of Purpose and Aims and Objectives state that, Trinity House will provide a level of care to each resident that assists them to live their life to their optimum potential and have a dedicated and well-trained staff team, these statements reflect the principles that underpin the National Care Standards.

## What people told us

We received six questionnaires from service users and some of the comments were as follows :

'The staff have time to take me to the activities that I like and on holidays'

' I get to choose how my room and home looks like including furniture and wall colours'

'If I had any concerns I would speak to any staff, the manager or my sister'

'There are enough staff around, they know my needs and they listen to me'

'Staff members and the support I get makes me feel safe staying here'

'I have a support plan and the staff members follow this in helping me on a daily basis'

'I have meetings throughout the year where I can talk about how I am getting on'

'I am encouraged and helped to be independent'

'Staff members know me well - what I like and don't like'

and

'I enjoy the activities and like living here'

## Self assessment

A Self assessment was not requested for inspections in 2017/ 2018.

## From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	5 - Very Good
Quality of staffing	5 - Very Good
Quality of management and leadership	5 - Very Good

## What the service does well

The service provides a wide range of opportunities for people both individually and in small groups. There is a new activities coordinator who has already introduced new ideas and activities.

Comprehensive assessment and care planning is in place with on-going recording and reviews happening in this care service.

Individuals were involved in choices as to who their key worker was to be and this had been fully discussed with everyone.

During the visit we observed lots of good practice, positive relationships and knowledge of approaches to different people at different times was clearly evidenced.

Service users have access to Advocacy meetings as a group on a regular basis.

Where incidents occur in the care home these were seen to be well recorded and audited.

Since the last visit there have been a number of positive changes to the environment. A new nurses office has been created off the main living room - service user info & computers is on hand as is supervision & support. The treatment & medication room has been moved to a more private location which has been very positive. Also various areas have been redecorated including the living room, dining room, conservatory & corridors

Morning handover with nurse and carers and also morning meeting with housekeeper / cook / nurse / admin / handyman ensure good communication, involvement and feelings of being valued in this service.

Support staff feel included, well supported - annual planner for supervision, receive good training and are involved in regular meetings / reviews. It was stated that Manager are approachable and lead by example and facilitate a team approach within the service.

In the last year the managers have supported a large turnaround in the staff team, the culture, the development of support staff and many positive outcomes for the service users in this setting.

The service provider requires the care home to have a Quality Development Review and the action plan from this was comprehensive in its detail.

## What the service could do better

The service is looking to review its assessment process.

Currently it has - HONOS / HEF / STAR assessments and various files including Care Plan / PCP / Travelling Plans / Clinical notes which means there is a lot of duplication required but and time spent recording information.

The care Inspectorate has commented previously on the numbers of assessment processes / files that are in place and it would be beneficial if this could be progressed ensuring that they are as person centred as possible and individuals have opportunities to be involved with them.

Due to the fact that eleven people are sharing communal space in the main house it would be in service users interest if the plans for a two bedroomed flat to the rear of the building moved forward in the near future.

Transport is due to be changed and staff and service users have strong views on what would be best for the service and these should be taken on board by the provider

The service is due to have a new manager and new regional manager shortly and it is very important that detailed handovers take place, that consistency of approach is maintained, the development of staff is continued and that positive outcomes for service users are evidenced in this service.

## 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](http://www.careinspectorate.com).

## Inspection and grading history

Date	Type	Gradings	
28 Apr 2016	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	5 - Very good
26 Aug 2015	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	4 - Good
27 Jan 2015	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	3 - Adequate
		Management and leadership	4 - Good
12 Aug 2014	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
6 Feb 2014	Announced (short notice)	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

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