

Firrhill Short Breaks Service Care Home Service

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Type of inspection: Unannounced
Inspection completed on: 29 November 2016

Service provided by:
City of Edinburgh Council

Service provider number:
SP2003002576

Care service number:
CS2003010947

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.

Firrhill Short Breaks Service has been registered with the Care Commission since August 2004. It then transferred to the Social Care Social Work Improvement Scotland (SCSWIS) on 1 April 2011. The regulator is now to be commonly known as the "Care Inspectorate"

This care service provides residential respite care for up to eight adults with learning disabilities who live within the Edinburgh area. The periods of respite are negotiated and agreed in advance with service users and their carers. Respite may be from a few days to a number of weeks identified throughout the year.

The service is provided in a purpose-built single story building in South West Edinburgh. The building is wheelchair accessible. The service is provided by the City of Edinburgh Council Department of Health and Social Care.

It is also linked to two flats based in North Edinburgh which provide support to three adults with learning disabilities.

The service aims "to provide a high quality planned, person centred, service to people with learning disabilities and their families or carers."

What people told us

During the visits we met with five people staying at these respite service.

They were all observed to be enjoying their times with staff members and two people told us about the activities they were involved in and that they enjoyed their breaks and got on well with all the staff members.

Self assessment

It was completed to a satisfactory standard highlighting many strengths and some areas for development.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	4 - Good
Quality of staffing	not assessed
Quality of management and leadership	not assessed

What the service does well

The service has detailed support plans which were observed as up-to-date and reviewed on a regular basis. The service uses the reviews as a way looking at outcomes for people as well as gaining feedback on all aspects of the service.

Communication happens before, during (if required) and after each stay with family and carers. This can be through telephone calls or communication diaries.

All rooms are homely and well decorated. Rooms can be personalised and people will leave boxes of items that they would like in their room for when they stay or bring in their own things. Also people or families can choose which room or certain ones may be best for certain people in relation to location in the care home.

Individuals preferences in activities and food are catered for in this service.

The service has input from a wide variety of health professionals who are supporting people in other areas of their lives.

Training is given to staff on general needs as well as specific to individual service users.

Firrhill is fully accessible both inside the house and out in the garden. The bedrooms are spacious with ensembles available to all service users.

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There is a soft area for service users in the main sitting room and a snoezlen room for people to benefit from.

Improvements have also been made to specialised seating options and activity equipment (various pieces of specialist equipment) and this is ongoing to meet the specific needs of people coming for stays.

What the service could do better

Service user involvement in relation to people with complex needs is a difficult area to get right and the provider has created a new post of involvement officer to work across various services looking at how communication methods can improve this area of the service.

The service was changing its support plans and trying to make documents the same between Firrhill and Western Harbour.

As the service has changed over the last year they are requiring to update the information on the service and they intend to do this.

Although there has been much work done to the care home there are plans for further improvements both inside and out in the garden which will benefit the service users now using 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.

Inspection and grading history

Date	Type	Gradings	
11 Dec 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
6 Oct 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
18 Nov 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
2 Nov 2012	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
18 Nov 2011	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
7 Mar 2011	Unannounced	Care and support	5 - Very good

Date	Type	Gradings	
		Environment Staffing Management and leadership	Not assessed Not assessed Not assessed
4 Nov 2010	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed Not assessed 3 - Adequate
31 Mar 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 4 - Good Not assessed
8 Oct 2009	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good Not assessed
12 Feb 2009	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good 4 - Good 4 - Good
8 Aug 2008	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good 4 - Good 4 - Good

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