

Parkholme Care Home Service

19 St Margaret's Crescent
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IV31 6RF

Telephone: 01343 814581

Type of inspection: Unannounced
Inspection completed on: 18 April 2017

Service provided by:
Cornerstone Community Care

Service provider number:
SP2003000013

Care service number:
CS2005091582

About the service

Parkholme is a service operated by Cornerstone Community Care, which is a voluntary organisation. Parkholme is registered with the Care Inspectorate to provide a care home service for six adults with learning disabilities and at the time of the inspection there was five people living in Parkholme.

Parkholme provides modern accommodation which was purpose built. The environment enabled people to have en-suite bedrooms and with shared communal space. The service had a sensory room, a craft room and a large enclosed garden which allowed for a range of different activities.

Cornerstones aims were:

Aim - To enable the people we support to enjoy a valued life.

Mission - To provide care and support in your community.

Vision - To be the first choice for care and support.

Values - Customer focussed, caring, pioneering and professional.

Parkholme was registered on the 5 May 2005.

What people told us

Prior to the inspection process the manager was asked to hand out the following:

- Three Care Standard Questionnaires and we received one back,
- Seven staff questionnaires and we received four back.

During the inspection we met everyone who lived in Parkholme and spoke with three family members. Things people told us were:

- When asked if liked living in Parkholme, a resident told us 'yes',
- 'The care is extremely good, it's caring and loving.'
- 'At times more could activities could be done, seems to be a lot of housework.'
- 'Generally we are more than happy.'
- 'If there is a problem we feel able to approach the manager.'

People who lived in Parkholme appeared relaxed in their environment and had good relationships with the staff who were supporting them.

Self assessment

We no longer request a self-assessment from this type of service. Instead we asked the manager about their improvement and development plans.

Through discussions with the manager and reviewing information relating to improvement and developments the service was able to identify their goals and outcomes clearly.

We have asked the service to look at developing their improvement and development plan to support the progress the service wishes to make.

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	not assessed

What the service does well

The staff team at Parkholme were providing a very good standard of care for the people who lived there. Staff knew the people they supporting very well and we observed some very good staff practice.

The service kept detailed support plans for each individual, which enabled staff to support people consistently. They also considered appropriately the risks for the people. Where family members were acting as legal guardians, be this financial or welfare guardians, the service engaged well with them and involved them in key decisions. People's health and wellbeing needs were being met with regular health checks taking place and a variety of health professionals were involved in people's care appropriately.

Staff explored with residents and family about their goal or outcome plans and records we reviewed demonstrated the service was proactively supporting people to achieve these. For example, one resident wished to go on holiday to somewhere which was important to them and the staff team had made this happen for the person. People were being offered a variety of opportunities to take part in different activities within Parkholme or in their local community, for example, crafts, music nights, bowling or swimming.

Peoples communication needs were varied and complex in their nature. The service had considered a range of different options to try and involve people more in their day to day life and there were good examples of this in place. For example, picture boards which involved people in the planning of their day were in place appropriately for people. Staff had been through a variety of training to help support them in their job roles and the service had clear processes in place to keep staff's training up to date. This also included regular staff support or annual performance reviews sessions.

The service had been involving family members in the recruitment of staff and this had been a valuable contribution that helped inform decisions about potential staff. Families agreed this had been a valuable opportunity which allowed them to get to know candidates before they started working in Parkholme. Candidates who were successful went through robust recruitment checks before they started working in the

service. Once recruited staff members then applied for registration with the Scottish Social Services Council and took part in their induction, which involved training and shadow shifts in the service.

What the service could do better

Support documentation for the most was reviewed within the required six monthly timeframes, however there were some examples where information had not been reviewed, meaning there was some inconsistencies. The manager explained the reason behind the inconsistency in reviewing of records. The manager should review their quality assurance checks to ensure that records are reviewed consistently across the whole service.

The service should consider how they keep goal or outcome plans up to date to ensure that follow up actions are considered or taken. There was an example where an outcome had been identified and there had been no update for over six months in relation to what had happened after identifying the next step. The manager found out what had happened and agreed that goal and outcome plans need to be completed consistently.

Staff had a variety of options available to them to support how they involve people more, for example iPad's or other communication methods. The manager and staff should consider how they integrate the various options more into daily communication to strengthen how the service involves people who live there.

It was noted at times that staff noise levels in the service were sometimes elevated. During these times staff could consider more the impact their noise levels could have on residents. For example, when a resident was in their bedroom having a nap. This was discussed with the manager at feedback who said they would follow this up with staff.

Written daily recordings, or support documentation sometimes needed some more information recorded in them and we discussed this with the manager, asking them to consider ways to strengthen consistency here.

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	
25 Apr 2016	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent 6 - Excellent Not assessed Not assessed
5 May 2015	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
12 May 2014	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 6 - Excellent 5 - Very good 6 - Excellent
23 May 2013	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
22 Aug 2012	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good
13 Dec 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed Not assessed
11 May 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good Not assessed Not assessed
11 Feb 2010	Unannounced	Care and support Environment Staffing	5 - Very good 5 - Very good Not assessed

Date	Type	Gradings	
		Management and leadership	Not assessed
24 Aug 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
24 Feb 2009	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good Not assessed Not assessed
9 Oct 2008	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good 4 - Good 4 - Good

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