

34 and 36 Hazel Avenue Care Home Service

34 & 36 Hazel Avenue
Kirkcaldy
KY2 5EB

Telephone: 01592 269399

Type of inspection: Unannounced
Inspection completed on: 24 May 2017

Service provided by:
Respite Fife Ltd

Service provider number:
SP2007009336

Care service number:
CS2007161558

About the service

34 and 36 Hazel Avenue, in Kirkcaldy, is registered as a care home service. The service is provided by Respite Fife Ltd, a voluntary organisation which also provides another care home service for the purposes of respite in Kinglassie (62 Mina Crescent and 19 Ashgrove Terrace).

The service provides a respite service for adults with learning disabilities in two, domestic sized houses. The service can accommodate up to five people at any one time. Usually there are two people accommodated in each house, with an extra room in one house in case of an emergency stay. There is a staff office upstairs.

The houses both have level access and all bedrooms and other rooms used by people are on the ground floor. The bedrooms are not en-suite. One house has a walk in-shower.

The service's aims and objectives include: "to provide support to enable people to achieve maximum independence and control over their lives."

What people told us

We spent time with three people staying in the service. They were seen to be comfortable with each other, and with the support of the staff members.

Four people returned written questionnaires to us. Everyone 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 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.
- When I tell the service I am unhappy with anything, they do something about it.
- I know that I raise a concern/complaint with the Care Inspectorate about the service.
- Overall I am happy with the quality of care and support this service gives me.

One person agreed, and three disagreed, that there are a lot of staff changes in the service.

Comments from the questionnaires included;

- "Staff know how to support me when I'm in respite. When I am in respite staff help me choose what activities I will be doing. I feel comfortable happy in respite and the staff as well. The staff look after me and listen to me."
- "The staff know me very well and always help me look after myself. I know them very well. We are asked for our views when the respite visit is over by filling in a form. I can also tell staff about my feelings and concerns. I am completely happy with the service."

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own improvement plan and quality assurance paperwork. These demonstrated their priorities for development and how they were monitoring the quality of the provision within the service.

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 service had excellent care and support practice in ensuring people's health and wellbeing.

The ethos of the service was to promote people's independence where possible. Staff and relatives commented how people's confidence and skills had grown over the years that they had used the service. The domestic scale of the premises provided a good environment for people to use and develop their daily living skills while staying there. People told us they liked the domestic scale of the houses and how homely they were. People valued being able to spend time away from home, and with other people they knew, and doing things they did not usually get to do. The service's risk assessments supported people being able to take part in an activity, and doing as much for themselves as possible, while protecting them from harm.

There were high quality relationships between people and staff, which gave them a high quality experience in the service. People were supported by staff they knew well, and who knew them and their support needs well too. People told us staff treated them with respect, and that they enjoyed the support from staff.

The people who use the service, and their relatives, were involved in preparing their personal plans, and in the review meetings for the plan. The personal plans were based upon what people wanted from the service and how they could achieve what they wanted. Each person had individual goals in their personal plans. Any support or activities during the respite break in connection with these goals was recorded. In some instances photographs of the activity were also taken and were used in review meetings showing the person being involved.

The plans were consistent with assessments, guidelines and plans by other agencies which were held in their files. Staff used individual advice and guidance from other professionals such as; psychologists or speech language therapists, or a specialist agency such as the RNIB, when supporting people in the service. For example, the service used communication guidelines and communication tools that people used elsewhere. This ensured a consistency of support for people.

The views of people who use the service, and their relatives, are listened and acted on. The service acted on people's requests to be in respite at the same time as their friends. Also people's requests for specific activities, and to stay off from their day services. The service also rearranged people's allocated respite allocations to meet specific requests by family carers. This flexible and tailored response to people's requests was highly valued by the people who use the service, and their families.

The service had an excellent approach to the management and leadership of the service.

We previously suggested that service better demonstrate its person centred approach by reviewing how it recorded people's personal plans, and how it recorded outcomes and how it consulted with people and relatives. In response the service has piloted a new approach to recording its assessment, support plans and reviews using supportive communication tools and recording to better involved people who use the service. A senior practitioner had used workshops with speech and language therapy service on supported communication and easy read symbols and recording to reformat the service's paperwork.

The service surveyed the views of people after each stay in the service, and uses the feedback when planning their next stays. People's relatives are surveyed once a year via questionnaire about the quality of the survey. The service had both a high response rate and high rates of satisfaction about the service, and ideas for further improvement. These are comments are used by the service's Board of relatives and a service user and manager to determine priorities for the service's development.

What the service could do better

The service was committed to continuing improvement in the service people received.

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	
17 Jun 2016	Unannounced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	6 - Excellent
		Management and leadership	Not assessed

Date	Type	Gradings	
27 Aug 2015	Unannounced	Care and support	6 - Excellent
		Environment	6 - Excellent
		Staffing	6 - Excellent
		Management and leadership	6 - Excellent
25 Aug 2014	Unannounced	Care and support	6 - Excellent
		Environment	6 - Excellent
		Staffing	6 - Excellent
		Management and leadership	6 - Excellent
31 Mar 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	6 - Excellent
14 Nov 2012	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
24 Nov 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
15 Jul 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
27 Jan 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
29 Mar 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed

Date	Type	Gradings	
20 Mar 2009	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
9 Feb 2009	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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