

Oakley Terrace Scheme Care Home Service

10 Oakley Terrace
Dennistoun
Glasgow
G31 2HX

Telephone: 0141 550 2344

Type of inspection: Unannounced
Inspection completed on: 14 July 2017

Service provided by:
The Richmond Fellowship Scotland
Limited

Service provider number:
SP2004006282

Care service number:
CS2003000933

About the service

Oakley Terrace is registered as a care home for people with mental health problems and is managed by The Richmond Fellowship Scotland.

The service is located in the East End of Glasgow close to local shops and excellent transport links. It provides 24 hour residential care and support to eight people with mental health problems. At the time of inspection there were no vacancies.

The property has eight single self-contained rooms with en-suite bath or shower facilities.

There are two lounges, one being a designated smoking room. There are two fully fitted kitchens, two laundry rooms and communal bathrooms.

Staff have an office and a sleepover room.

The service's revised aims and objectives sets out what it aims to achieve, including, "...to help people live where they are most independent whilst being safe and getting the support they want and need...not a home for life but a stepping stone which enables people to build up their confidence and capability to move on to a place of their choosing".

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

What people told us

Residents told us that they felt safe and secure and that staff treated them well. They said that they enjoyed living in Oakley Terrace and that they were pleased with their living environment. Residents confirmed that their views were listened to when it came to choosing colour schemes and furnishings for the house and, in general, with aspects of the support they received from staff.

Self assessment

The service did not require to submit a self-assessment as part of this inspection process.

From this inspection we graded this service as:

Quality of care and support	4 – Good
Quality of environment	4 – Good
Quality of staffing	not assessed
Quality of management and leadership	not assessed

What the service does well

Residents felt listened to. For instance, they had opportunities to meet as a group or complete satisfaction surveys. We could see that this led to improvements in the service, such as the organising of social events and planned outings.

Residents received support from an established staff team who had a clear understanding of residents' needs and choices. Residents told us that they found this reassuring and supportive. For instance, one person commented, "Staff treat me with respect, they listen to me, they help me to do my shopping and help me take my medication".

Hospital and medical appointments were given appropriate priority. Medication regimes were closely monitored and self medication was actively promoted.

Photographic evidence was used well to show that residents had an active life and participated in a range of social, creative and physical activities both indoors and outside. We noticed that meaningful activity was actively encouraged on a group and individual basis. For instance, residents participated in the home's gardening project, walking group and arts and craft sessions. During the inspection we learnt of individual activities taking place such as day trips, lunch excursions and attendance at a music festival.

There were clear expectations as to how people should behave towards each other. Action was taken where people's rights were adversely challenged.

The environment was generally welcoming and homely with an appropriate mix of private and communal space, including accessible outdoor space. Plans to work on developing the garden area over a three year period were eagerly anticipated.

Residents were involved in daily chores and the choosing of colour schemes and furnishings. This led to a sense of ownership of the environment. One resident showed us arts and craft projects she was involved in. We could see that this promoted a sense of pride and achievement, confidence and self worth.

People knew what to do in the event of a fire and told us that the attention given to health and safety made them feel safe. They could come and go as they pleased and were provided with keys for their privacy and security.

What the service could do better

Areas for improvement included more promotion of residents' self management skills and staff developing recovery focused practice.

Residents would benefit from better long term planning and linking support plans more closely with reviews of people's support outcomes. Recovery, rehabilitation and moving on could be more clearly defined in support planning processes to guide staff practice. Identified healthcare needs should also lead to specific plans of support so that there was a coordinated approach to supporting people with identified health issues (See Recommendation 1 and 2).

We found that support coordination meetings and keyworker meetings were not happening consistently to ensure the resident's support outcomes were being met (See Recommendation 1).

Promoting healthy lifestyles in general needed a clearer proactive strategy and emphasis, given that health promotion is often a difficulty for people who have mental health problems. For instance, promoting smoking cessation in line with healthy lifestyles and meaningful activity could be improved, particularly as a previous plan to remove the smoke room had not proceeded. Healthy eating initiatives, which were commented on at the last inspection, should also be pursued, including nutritional assessments. The reintroduction of guest speakers and health promotion workshops should be central to the service's health promotion strategy (See Recommendation 3).

Direct observations of staff practice should be taken forward as per the provider's policy as this would assist staff to develop practices to support current mental health approaches and recovery.

Staff should be mindful of not putting on disposable aprons and gloves in a public place when supporting someone with personal care. This practice detracts from the dignity and privacy of residents.

We noted a number of repairs and renewals needing attention which detracted from residents' wellbeing and comfort. We also came across sticky surfaces in the dining and kitchen areas and food and cigarette ash debris on floors during each of the three days of the inspection (See Recommendation 4).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 4

1. Care planning needs to be clear about planning for 'moving on', planned outcomes and guiding staff practice to achieve the goals set out within the recovery approach.

National Care Standards (NCS) 19 Care Homes for People with Mental Health Problems - Moving On

2. Staff should develop appropriate healthcare plans for residents, where appropriate, in line with the person's needs and wishes.

NCS 14 Care homes for people with mental health problems - Keeping Well: Healthcare

3. The manager should further explore how the service can better achieve the promotion of healthier lifestyles for residents.

National care Standards (NCS) 17 Care Homes for People with Mental Health Problems - Daily Life

4. Outstanding repairs and renewals should be prioritised and cleaning routines should ensure appropriate standards of cleanliness are maintained.

NCS 4 Care homes for people with mental health problems - Your Environment

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	
13 Jun 2016	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
23 Jun 2015	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	4 - Good
21 Aug 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
19 Mar 2014	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
8 Feb 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
25 Nov 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
6 Jul 2010	Announced	Care and support	6 - Excellent

Date	Type	Gradings	
		Environment Staffing Management and leadership	6 - Excellent Not assessed Not assessed
16 Feb 2010	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent 5 - Very good Not assessed Not assessed
5 Aug 2009	Announced	Care and support Environment Staffing Management and leadership	6 - Excellent 5 - Very good 6 - Excellent 6 - Excellent
28 Jan 2009	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 4 - Good 4 - Good
10 Sep 2008	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 4 - Good 4 - Good

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