

St. Vigeans Care Home Service

Millgate Loan
Arbroath
DD11 1QG

Telephone: 01241 873335

Type of inspection: Unannounced
Inspection completed on: 30 August 2017

Service provided by:
Priority Care Group Limited

Service provider number:
SP2003000048

Care service number:
CS2003000388

About the service

St. Vigeans is a care home for adults with a learning disability. It is registered to provide support for 24 people.

The home is situated a short drive from the town centre of Arbroath, which has a range of shops, a train station and bus links. The home comprises of a large main house, with a smaller unit within the grounds, housing two people, living more independently.

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.

The service aims to respect residents' choice and individuality with a commitment to promoting the potential and independence of its residents. The service supports residents with a variety of activities based on individual needs and interests.

What people told us

Nine Care Standards Questionnaires were completed and returned to the Care Inspectorate prior to the inspection. Some of the people who use the services families had helped them to complete these. Seven of the questionnaires indicated that people strongly agreed that they were overall very happy with the care provided, two agreed.

Comments included,

"It was mum's choice for me to live her but now I have lived here for many years. I am happy living here"

"My room is lovely I am very pleased with it"

"I like living at St Vigeans, this is my home. I have lots of friends that live with me, they are like my family. I like the staff who look after me very much, I enjoy having a laugh and making my life fun"

"I have a great view of the sea and the football"

"Sometimes I am not happy bit I know the staff here will try and talk with me to see if they can help"

During the inspection we spoke with six people using the service directly and others in passing they told us,

"Thing are going fine"

"I am quite happy here, nothing is worrying me"

"Everything is fine, I like going and helping at the town mission"

"The horse riding was good there is plenty to do here"

"I am very busy, I go to art group and out for lunch with Mum"

"I have been busy all year round, I have a paid job at the Harbour Grill"

"I was at the Special Olympics, I won gold and silver for Boccia"

"I am very independent and I would like my own flat and to cook my own meals"

We spoke with three relatives by telephone as part of the inspection. They gave very positive feedback about the care and support provided to their loved ones.

Comments included,

"I can go in night and day to see X and I am made very welcome, I have never had any bother with the home"

"The home looks after X brilliantly"

"I can't see anything wrong, I have no worries, I am happy enough"

"The home is very welcoming of health services coming in so that people can be examined in familiar surroundings"

"My goodness changes to the environment, especially the dining room are fantastic"

"This is the best home that X has stayed in, they enjoy it because there are lots of activities"

"Absolutely fantastic, couldn't be better, the transition period was good, I can go in at anytime, it's good a tremendous weight off my mind"

"I think the manager has brought the home to where it is now, I have complete confidence in them and the staff".

"We get together with staff re health issues and work with each other, x is very happy"

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 of the quality of the provision within the service.

From this inspection we graded this service as:

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

What the service does well

People spoken with as part of the inspection again told us that they were given lots of opportunities to be involved in making decisions.

One of these opportunities included regular care review meetings which involved people who use the service and their families and where appropriate other professionals involved in supporting the person.

A key strength of the service was the effective relationships with the community health teams which meant that people's health needs were reviewed regularly by professionals who specialised in the field of learning disability. This was valued by the relatives spoken with.

The service had person centred support plans. These plans were seen to contain important information about people's needs and how to meet these. We were pleased to see that in people using the service had been involved in writing these and taking ownership of them.

A recommendation was made following the last inspection that the provider and manager to introduce care file audits to ensure the information contained in these is current, accurate and complete.

We saw that audits of care files had been undertaken and the manager completed reports regarding the findings and any necessary action that required to be undertaken.

This recommendation was found to have been met.

People were supported to access activities in their local community. Activities were based upon their personal hobbies and interests. One of the people using the service was very proud that they had a paid job and spoke about how they had enjoyed a works night out.

We checked the services medication storage, recording and administration processes and found that service on the whole were adhering to best practice in this area (see areas for improvement).

A recommendation was made following the last inspection that the provider and manager to ensure that all staff are aware of their responsibilities in relation to reporting Adult Protection Concerns.

Since the last inspection the service had been involved in Adult Support and Protection incidents which had been investigated by the local authority. The provider and manager appeared to have handled these concerns appropriately and had notified the relevant agencies (see areas for improvement).

This recommendation was found to have been met.

Staff training records showed staff had access to a variety of training to support them to carry out their role.

Staff had access to formal qualifications such as Scottish Vocational Qualifications (SVQ) 2, 3, and 4.

All care staff were registered with the Scottish Social Services Council (SSSC) and the manager undertook checks of the register.

To support staff they had access to regular team meetings, supervision and appraisals.

The manager had introduced interaction observation records where they observed the interaction between staff and people using the service (see areas for improvement).

The manager and senior team undertook a range of audits which they used to monitor the quality of care provided across all the quality themes which included medication audits, health and safety audits, meal time audits, staff training audits, and care file audits (see areas for improvement).

People being supported, relatives and members of the multi-disciplinary team were very positive about the quality of the care and support, communication, staff and management of the service.

What the service could do better

During the inspection and at feedback a number of ways to improve the service were discussed with the manager which included the following,

Ways of improving the recoding of topical medication as some gaps were identified on people's medication administration records. The manager advised they were going to amend the services medication audits to check that this is happening.

We also discussed the possibilities for storing medication for people on the lower levels of the care home.

We looked at accidents and incident and a discussion was held with the manager about ensuring the Care Inspectorate were notified appropriately about all significant events. The manager advised they were looking into more in-depth training for the senior team in relation to Adult Support and Protection.

We discussed the managers service improvement plan and how they would measure how the implementation of the planned improvements would be measured to ensure they were effective and were making things better. The manager was signposted to Understanding and Measuring Outcomes the role of qualitative data from Institute for Research and Innovation in Social Services for some ideas.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Inspection and grading history

Date	Type	Gradings	
26 Jul 2016	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
23 Jul 2015	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
30 Jul 2014	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	4 - Good
5 Sep 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
16 Nov 2012	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	4 - Good
10 Jan 2012	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
29 Oct 2010	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
27 May 2010	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed

Date	Type	Gradings	
		Management and leadership	Not assessed
2 Mar 2010	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good Not assessed
16 Dec 2009	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good Not assessed
5 Feb 2009	Unannounced	Care and support Environment Staffing Management and leadership	Not assessed Not assessed Not assessed 4 - Good
29 Aug 2008	Announced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good

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