Cherry Tree Court
Care Home Service

Westcoats Road
Cambuslang
Glasgow
G72 8AB

Telephone: 0141 642 0021

Type of inspection: Unannounced
Inspection completed on: 15 September 2017

Service provided by:
The Richmond Fellowship Scotland Limited

Service provider number:
SP2004006282

Care service number:
CS2009194187
About the service

Cherry Tree Court was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

The service is provided by The Richmond Fellowship Scotland (TRFS) which is a registered charity provider of services for people with learning disabilities and other needs. The service is registered to provide a care home service to a maximum of 11 adults with learning disabilities, mental health problems and physical and sensory impairments.

There are 12 one bedroom flats within the service, one of which has been identified for development to support events within the service. At the time of our inspection, the service was being provided to 10 people. The building is purpose-built, on one level, in a courtyard style with shared garden spaces and linking corridors. There are three separate parts of the building each with four flats and a central courtyard.

The staff team is made up of teams of support practitioners and seniors with management support from a deputy manager and the registered manager. There had been a recent development of a new role, a complex needs practitioner which was very new when we inspected.

Since the last inspection, the service had submitted and been granted a variation to remove the need for nurses to be on shift. Improvements that had been put in place to support communication and liaison between community nursing staff and support staff had aided this transition.

What people told us

We spoke with three residents during this inspection. We gauged their views from both verbal and non verbal cues and how they interacted with staff. We felt that there was a positive relationship between staff and residents. We observed respectful practice and people being encouraged to make choices for themselves.

Prior to the inspection, we received three completed care standards questionnaires from relatives of residents. Additionally, we contacted a senior social work colleague for their views of the service. Comments we received included:

‘My son’s staff are excellent and open to suggestions or advice.’

‘I am very pleased with how things are progressing and look forward to that continuing.’

Self assessment

We did not ask the provider to submit a self assessment. We looked at the provider’s improvement plan for the service. We found that this was fairly robust and could see that some areas had been achieved or were on the way to being achieved.
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

We found that the quality of care and support in the service was very good. We saw that opportunities for residents to engage in their local community and develop their social networks were being promoted effectively and had led to a wider and more positive range of options for residents. This included accessing leisure activities in the local community, going on holidays with support from staff for the first time in people’s lives, and enjoying meals out in local restaurants. This was particularly significant given the previous challenges that this would have presented for the residents and demonstrated how the service was working well to develop residents’ confidence and offer new experiences.

Residents’ health and wellbeing needs were met to a very good standard. This was supported through input and liaison with specialist health teams such as speech and language team (SALT) and learning disability nurses. We saw that staff kept good records to show when follow-up action was needed; for instance further appointments to be made, and prompt action was taken where there were concerns about residents’ health. This helped to ensure that residents were cared for in a way that maintained and improved their health and wellbeing.

We noted the continued overall reduction in the number of incidents and use of responsive reactions to manage challenge. We found that proactive management and diversion techniques were being employed well. There was good management of the use of seclusion where this was an agreed practice for residents.

Overall, staff we spoke with were motivated and positive about the changes in the service. There were new development opportunities within the service for staff to have the chance to develop their leadership skills and we could see that this was a positive development.

Staff expressed the view that they were well supported and could access manager or senior guidance informally or through team meetings or supervisions which took place regularly. We found that staff were involved in care plan audits which offered them a way of contributing directly to the quality of care planning and enabled them to ensure accurate records were kept. Staff were involved in regular meetings with the positive behaviour support advisor who was based in the service and this helped staff to keep their practice to the expected standard and share and discuss ideas and any concerns over how best to support residents.
What the service could do better

The service could benefit from improving the recording contained within the learning logs of residents’ care plans. This would include showing dates and more details on learning logs that can then be used to inform the care plan.

Overall, the service could develop the systems in use to identify and measure outcomes for residents. This was an area that had recently been identified through the provider’s own quality forums and we look forward to seeing how this has progressed at the next inspection.

Whilst the feedback we received from staff was positive overall, we noted that there were some comments from staff around some staff negativity and this having an impact on newer members of the staff team. We were aware that the management team had gone to great lengths to improve morale across the whole service by facilitating better communication and supporting various service improvements. However, we felt that the staff team themselves now need to take responsibility for challenging negative attitudes amongst colleagues to support the positive working environment and help lead to ongoing improvements in the quality of care.

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
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<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
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<tbody>
<tr>
<td>2 Nov 2016</td>
<td>Unannounced</td>
<td>Care and support: 5 - Very good</td>
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<td></td>
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<td>Environment: 5 - Very good</td>
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<td></td>
<td></td>
<td>Management and leadership: 5 - Very good</td>
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<tr>
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<td>Management and leadership: Not assessed</td>
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<td>Management and leadership: 4 - Good</td>
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<tr>
<td>3 Mar 2015</td>
<td>Unannounced</td>
<td>Care and support: 3 - Adequate</td>
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<td>Environment: 3 - Adequate</td>
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<td></td>
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| 4 Oct 2011  | Unannounced     | Care and support: 5 - Very good  
Environment: 5 - Very good  
Staffing: Not assessed  
Management and leadership: Not assessed |
| 17 Jun 2011 | Unannounced     | Care and support: 4 - Good  
Environment: 4 - Good  
Staffing: Not assessed  
Management and leadership: Not assessed |
| 16 Nov 2010 | Unannounced     | Care and support: 5 - Very good  
Environment: Not assessed  
Staffing: Not assessed  
Management and leadership: Not assessed |
| 25 Aug 2010 | Announced       | Care and support: 4 - Good  
Environment: Not assessed  
Staffing: 4 - Good  
Management and leadership: Not assessed |
| 10 Mar 2010 | Unannounced     | Care and support: 3 - Adequate  
Environment: 3 - Adequate  
Staffing: 3 - Adequate  
Management and leadership: 3 - Adequate |
| 24 Jun 2009 | Announced       | Care and support: 3 - Adequate  
Environment: 3 - Adequate  
Staffing: 3 - Adequate  
Management and leadership: 3 - Adequate |
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चेताजी ‘के द्वितीय प्रकाशन के तुबूं अर्न कौन्स ज्यादा लिख विश्वसनीय है।

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