

Grigor House Support Service

The Manor
Cawdor Road
Nairn
IV12 5ED

Telephone: 01667 458880

Type of inspection: Unannounced
Inspection completed on: 19 December 2017

Service provided by:
Nevisbridge Limited

Service provider number:
SP2010010914

Care service number:
CS2010249585

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com

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

Grigor House is operated by Nevisbridge Limited, part of the Meallmore Group which provides other care services throughout Scotland. The support service operates from a purpose built single storey building situated within the grounds of The Manor Care Centre in the coastal town of Nairn. The Manor Care Centre is also operated by Nevisbridge Limited.

Grigor House is registered to provide a day care support service to a maximum of 30 adults with learning disabilities or older people. The service operates Monday to Friday between the hours of 09:00 and 16:00. The service is close to the town centre where people who used the service could easily access local amenities.

The accommodation included several rooms where people could engage with different activities including a quiet room. There was a small kitchen off the dining room where people could make refreshments or bake and a staff office. The service had its own enclosed garden area that was well equipped and offered an attractive and stimulating outdoor space for people.

The aims of the service included:

- to provide individualised care which improves the quality of life for people.
- to work in collaboration with people to deliver care and support in keeping with their wishes, preferences and ambitions.
- to empower people to participate in their care and support without stress or distress and motivate them to manage their everyday activities in a safe and secure environment.

What people told us

We met with two groups of people who use the service regularly. Due to the significant communication difficulties experienced by some people, we did not seek their views on a formal basis. However, it was very evident that positive relationships existed between supported people and the staff team. Staff were very knowledgeable about the needs of service users and how these were best met.

Those who were able to express a view told us about the things they enjoyed doing at Grigor House and how important the service was in their lives. One person told us about the different activities they enjoyed and another showed us the different things they had done in the garden over the summer. People spoke about the kind staff. They were clear that they could speak to staff or the team leader if they were not happy about anything.

We received 11 completed Care Standards Questionnaires from people that used the service or their relatives. These reflected a very high level of satisfaction with the service provided and the outstanding quality of the staff that support them.

Self assessment

The service have 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	5 - Very Good
Quality of staffing	not assessed
Quality of management and leadership	not assessed

What the service does well

The service offered a warm and welcoming atmosphere that encouraged people to socialise with each other sharing ideas, suggestions and experiences. The premises were bright, airy and attractively decorated. There was good disabled access into the building and to the garden grounds so that people with impaired mobility could get around very easily. There were very good systems in place to ensure that routine maintenance was carried out regularly and any faults or faulty equipment was repaired or replaced quickly.

We saw very good examples of people's art work and garden produce displayed throughout the building. This invited exploration and provided sensory stimulation for people with complex needs.

Throughout our visit, people who used the service were observed working collaboratively with staff in various activities. People were confident in their approach and communication with staff and the management team. It was clear from the interactions we observed that people expected a positive response to their enquiries and requests for assistance.

Our observations showed that people were treated well. The interactions with staff were very good and showed that staff genuinely cared for people and understood their needs very well. We saw warmth and kindness displayed. People were supported sensitively to engage with their chosen activity. Staff were unhurried and encouraged people to use the skills they had which supported their independence and confidence. This was very good practice denoting respect for individuals, empowerment and validation.

Activities supported people to learn or retain skills that enhanced their quality of life, such as social interaction, improved communication and independent living skills. We saw very clear evidence of positive outcomes achieved. One example, was where people were encouraged and supported to improve their mobility through a programme of short walks. As a result, one person was now able to walk into the town and access the facilities independently.

Staff had good support from the management team to develop their knowledge and skills. Systems had been developed to ensure that training was targeted to support individual learning needs. This helped to ensure that all staff had appropriate support and the required knowledge and experience to support people well.

Overall, there were good outcomes being achieved for people. We could see that people had choice and could exercise some control over their support arrangements and the environment supported positive experiences for

people. This supports the recommendations outlined in The Key's to Life strategy and shows how the service were working towards meeting key outcomes for the people they support. This included exercising choice and control in their daily lives, promoting personal independence and participating in their community through active citizenship.

What the service could do better

We saw that the timescales for reviewing people's support plans had slipped. In discussion, the manager had assured us that those outstanding were now arranged for January. The manager should ensure that all support plans were consistently reviewed when people's circumstances change and at least once in each six month period.

The review records we sampled indicated that some very good progress had been made for people, but this was not reflected in the support plans. The manager should ensure that decisions and outcomes from review meetings update support plans. This would show that personal support plans were live documents that reflected the changing needs of people.

Individual support plans and risk assessments could be strengthened by adding more detail. For example, where there was a choking risk, the risk assessment should include guidance for staff on how they would intervene so that the risk was managed effectively; in support plans, to detail the tasks people can do for themselves to ensure independence was supported in these areas.

The manager should consider developing communication passports for people with communication needs. This would ensure that everyone who works with a person knows how that person prefers to communicate and understand the important information they need staff to know.

The service should complete an infection control audit. This will give assurance that current practice and procedures follow best practice guidance.

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	
27 Nov 2014	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	4 - Good
6 Jan 2012	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	4 - Good

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