

Taigh a'Chridhe Uile Naomh Support Service

Daliburgh
Isle of South Uist
HS8 5SA

Telephone: 01878 700 338

Type of inspection: Unannounced
Inspection completed on: 22 November 2017

Service provided by:
Comhairle Nan Eilean Siar

Service provider number:
SP2003002104

Care service number:
CS2004056623

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

The service registered with the Care Inspectorate on 1 April 2011.

Taigh a'Chridhe Uile Naomh (Support Service) is registered to provide support (day care) for up to three adults / older people. The provider is the local authority, Comhairle Nan Eilean Siar.

The service operates from the care home facilities in Daliburgh, a rural township in South Uist.

The people who use the service share the communal areas of the home with the residents. There is one large, light and bright lounge area with other smaller lounges. Lunch is provided within the main dining room.

The aims and objectives of the service include :

" to provide a high standard of personal and social care to older people in a residential setting so that each person is enabled to live as fulfilling and independent a life as possible " .

This is a very small service which has throughout the period being inspected continued to provide day care a few days a week to one or two people, who primarily share the facilities and staff resources with the wider care home resident group.

What people told us

During the inspection we were not able to obtain formal feedback on the quality of the service. We were, however, able to spend time in observation of the service provision, chat informally with people using the service, and look at key areas such as activities and staff interactions.

We observed that people attending were very comfortable and familiar within the service, enjoyed their own chosen activity and were being supported by a staff group with whom they appeared to enjoy friendly and caring interactions.

Self assessment

The service were not asked to submit a self assessment before the inspection. Service development plans for the support service have not been fully developed.

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	4 - Good

Quality of care and support

Findings from the inspection

We found that this service demonstrated a very good standard of care and support.

We observed that people were being supported within a warm and comfortable environment, and that individual choices regarding where they spent their time were being respected.

Staff interactions were warm and friendly, and it was clear that people using the service had the opportunity to get to know those who provided their support.

As part of the inspection we looked at personal plans. From this we concluded that overall these documents supported staff to understand a person's daily needs. There was some very good person centred information in individual plans, which outlined what was important to the person. Reviews were being arranged on a regular basis, these were being attended as appropriate by significant people. The records being maintained to document reviews would support staff and management to follow-up effectively on any issues raised.

We observed the mealtime experience, and saw that appropriate support was being provided where this was required. There was good knowledge available within the care and catering staff team regarding individual meal preferences. Regular snacks were being offered throughout the day, and we saw people enjoying a good choice of home baking.

There was evidence of effective relationships with the wider professional team, and we saw that staff made referrals to other health or social care professionals as was necessary.

We found that there was a cheerful atmosphere in the home, and we saw staff spending time in the communal areas, chatting with people, playing music and introducing activities such as dancing which were being enjoyed. The service has recently been hosting a local nursery to run a weekly play session in the home, after which they join people in the dining room for lunch. We saw that this created a great deal of interest, and it seemed to be enjoyed by all concerned. The local speech and language therapist was also piloting a project designed to work with the service towards developing communication and interaction with residents. This was still at an early stage but it was apparent that the service was being receptive to the support being provided so as to develop individual experiences.

The environment at Taigh a' Chridhe Uile Naomh is very good. The premises appeared very clean, well maintained and appointed, and we observed attentive housekeeping which would be supportive of good infection control.

We concluded that the support service was meeting the needs of those who attended and enabled people to live in their own homes for as long as was possible, and be a part of their own community.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 – very good

Quality of environment

This quality theme was not assessed.

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

We assessed that this service demonstrated that they had maintained good standards in relation to the areas relevant to this quality theme.

Management and leadership of this service is carried out as an integral role of the care home manager.

As a very small service, providing a very defined service to people whom they know well, the service appears to effectively meet their stated aims and objectives within the constraints of being a small part of a larger service. We have graded the support service in the same way as the care home, but have not repeated some recommendations made as these were more relevant in the care home service, and will appropriately be followed up at the next inspection in that service. These included issues concerning staff training and supervision, medication records, quality assurance, personal plans and garden maintenance.

We observed some practice which supported effective management of the service. The manager is present in the service and knows people using the service very well. The management team has been strengthened by the recruiting of a senior social care worker, which they are hopeful will allow them to develop some aspects of their quality assurance processes which some staffing problems (recruitment and absences) impacted on.

We found that the service was working well to promote continuity of care and service provision within the support service. Management and staff were working well to make this service a pleasant and caring environment to be supported in.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 – good

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

There are no outstanding requirements.

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

There are no outstanding recommendations.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings
9 Jan 2017	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership Not assessed
18 Jun 2015	Unannounced	Care and support 3 - Adequate Environment 4 - Good Staffing 3 - Adequate Management and leadership 2 - Weak
16 Aug 2012	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
29 Nov 2011	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
7 Mar 2011	Re-grade	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership Not assessed
7 Mar 2011	Re-grade	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership Not assessed
22 Jul 2010	Announced	Care and support 2 - Weak Environment 4 - Good Staffing Not assessed Management and leadership Not assessed
21 Aug 2009	Announced	Care and support 6 - Excellent Environment 6 - Excellent Staffing 5 - Very good

Date	Type	Gradings	
		Management and leadership	5 - Very good
20 Jun 2008	Announced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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