

6 School Park Care Home Service

Strichen
Fraserburgh
AB43 6RZ

Telephone: 01771 637979

Type of inspection: Unannounced
Inspection completed on: 13 February 2018

Service provided by:
Cornerstone Community Care

Service provider number:
SP2003000013

Care service number:
CS2003000270

About the service

The service has been operating for 21 years and registered with the Care Inspectorate when it formed in 2011.

Managed by Cornerstone, this service provides residential care and support to a maximum of five adults with a learning disability.

6 School Park is a detached, purpose-built modern bungalow situated in a quiet residential area of the village of Strichen, near Peterhead.

Cornerstone's aim is to "enable the people we support to enjoy a valued life and to meet and exceed the expectations of our customers, particularly the people we support".

At the time of the inspection the service was fully occupied.

What people told us

Most of the people who used this service were not able to share their views with us. In order to try and gauge their satisfaction with the service we spent the first day of the inspection in their company. Our observations during the inspection have greatly informed our findings and we discuss them in the main body of the report.

Three of the supported people's guardian's chose to be involved in this inspection and we spoke with them by telephone. They were generally very happy with the quality of care and support the service provided to their relative. However, they continued to be concerned about the turnover of staff in the service. This was because they were worried that new staff would not provide the same quality of care as the established staff. At the time of the inspection, the service had no vacancies. There had been numerous new staff, but there was still just over 50% who had been working in the service since before the beginning of 2017. The staff practice we saw with people was very good. On the other hand, staff need to develop their team working skills. For example, whilst they passed on messages, they were not so good at taking responsibility to ensure they took action when a keyworker (the member of staff with a particular responsibility for the care of an individual using the service) was absent.

Guardians were also concerned that their relatives received care from a large number of different staff and that this could lead to inconsistencies. We found the quality of care was very good. However, we agree that there was a usually high number of different staff working with each person. The service had done this to try and ensure all staff were skilled and familiar with individuals. However, whenever we speak with people who receive care they tell us that they do not like having lots of different staff provide their personal care. The team leader agreed to look at how the rotas were arranged with a view to reducing the number of different staff delivering personal care to individuals.

Self assessment

We did not ask the service to provide a self assessment for this year.

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	4 - Good
Quality of management and leadership	not assessed

What the service does well

Staff followed a routine that successfully supported people's significant health needs. However, they were now much better at using appropriate physical affection, positive language and visual prompts, to involve and to communicate with the people they were supporting. This demonstrated that the management and staff understood the importance of positive interactions with people, whilst fulfilling their physical needs. Staff still met people's personal care and health needs, but they were better at also meeting people's social and emotional needs. This shows us that in keeping with a previous recommendation we made, the management have examined their routines and made adjustments in places. The house was lively whilst not noisy. The supported people were more alert, vocal and animated than we have seen in the past few inspections.

The house had a fresh and welcoming atmosphere. The well laid out environment provided ample room for people and the equipment they needed. Staff made better use of the space and the equipment than we had seen during previous inspections; for example the reclining swing provided a relaxing break for one person, this was the first time we had seen this piece of equipment used in several years.

The service had improved the premises, in keeping with our last inspections findings. These improvements included;

- They had replaced a stained bedroom carpet. Management had arranged for a new lounge carpet to be laid in the next couple of weeks.
- Staff had involved a couple of supported people in updating their bedrooms. For one person especially, their bedroom now reflected their personality much more.

Staff efficiently carried out their health and safety responsibilities. For example; they used a food probe to check they had cooked food properly. The hoists/lifting equipment had been recently checked and serviced, in keeping with safety regulations.

Staff had benefitted from recent training. This had enabled them to provide specific support to someone who had recently moved into the service. Staff also learned from each other. Whilst guardians had been concerned that new staff would not have the necessary skills, we observed new staff passing on some very good suggestions to others.

What the service could do better

Staff could make better use of the provider's support planning tools, for example; the health calendar. This provides keyworkers with the opportunity to plan the year to ensure people's health needs are met. There had been a delay in getting an updated care plan agreed with the GP. If this had been scheduled on a health calendar the keyworker could have ensured this was taken care of well in advance. Likewise, the planning tools for outcomes should help staff successfully move from suggested outcomes, such as "a holiday", to successful achievement.

We were pleased that the management intended using the 'Involve Me' (published by MENCAP, BILD and the Renton Foundation) practical guide, to help them develop staff and people's skills further.

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	
16 Nov 2016	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	Not assessed
1 Dec 2015	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
24 Mar 2015	Unannounced	Care and support	4 - Good

Date	Type	Gradings	
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
22 Jan 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	5 - Very good
16 Jan 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
13 Dec 2012	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
6 Jan 2011	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
24 Aug 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
18 Jan 2010	Unannounced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
24 Aug 2009	Announced	Care and support	6 - Excellent
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
5 Mar 2009	Unannounced	Care and support	6 - Excellent

Date	Type	Gradings	
		Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good
5 Dec 2008	Announced	Care and support Environment Staffing Management and leadership	6 - Excellent 5 - Very good 5 - Very good 5 - Very good

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