

Station Brae Respite Unit Care Home Service

Unit 3
8 Princes Road
Newton Stewart
DG8 6LT

Telephone: 01671 404397

Type of inspection: Unannounced
Inspection completed on: 28 March 2018

Service provided by:
The Richmond Fellowship Scotland
Limited

Service provider number:
SP2004006282

Care service number:
CS2003050894

About the service

This service registered with the commission on 21 November 2003 and transferred its registration to the care inspectorate on 1 April 2011.

Station Brae Respite Unit is a registered care home service run by The Richmond Fellowship Scotland, (TRFS).

The service operates from a detached bungalow located in a residential area of Newton Stewart close to local amenities and public transport routes.

The home consists of two single bedrooms, a shared bathroom and shower room, lounge and kitchen/dining area, a laundry and a staff sleepover room. Outside there is an enclosed courtyard area which is shared with a neighbouring property.

The service is registered to provide respite care and short breaks for up to two adults with a learning disability or with a learning disability and who may also have a physical disability.

The service's Statement of Purpose and Function describes it as being there to meet the respite needs, including planned admissions, of adults with a learning disability from the Galloway area.

What people told us

During the course of the inspection we met two people using the service and spoke to three relatives of people using the service over the phone.

The feedback about both the staff and support provided was very positive and people told us they were happy with all aspects of the service. They were particularly positive about the staff and level of support they provided. People told us that communication with the service was good and they felt confident that their relative was well cared for.

We have taken account of the views of people using the service and their relatives when commenting on each of the quality themes.

Self assessment

The Care Inspectorate has not requested services to complete a self assessment for this inspection year. We looked at the services own improvement plan and quality assurance paperwork. These demonstrated their priorities for development and how they were monitoring the quality of the provision within the service.

From this inspection we graded this service as:

Quality of care and support	4 – Good
Quality of environment	not assessed
Quality of staffing	5 – Very Good
Quality of management and leadership	not assessed

What the service does well

Station Brae continues to provide a good level of care and support.

We saw that people using the service were supported to develop their independent living skills and work towards individual goals relevant to their identified needs. This has led to positive outcomes for those accessing the service and relatives feeling confident that the person is happy and well cared for during their stay.

Personal plans we sampled were up to date, detailed and contained some good, person centred information and we particularly liked the step by step guides to instruct staff on how the person needs and likes to be supported.

Station Brae has a small, motivated and experienced staff team who know people they support really well and are passionate about supporting them to work towards their outcomes.

People we spoke to were very positive about the staff. They told us they felt confident to raise any concerns they may have and that staff provided a high level of care and support.

It was good to see that the manager currently supporting the service has a clear vision and action plans in place to address where the service needs to move forward and that additional management time for the service is part of the plans going forward.

What the service could do better

We made four recommendations in the last inspection report and whilst we found that progress has been made across all areas, we concluded that at present this was not sufficient to deem them as having been met. They are repeated in this report.

We found that some of the processes previously in place for the service have fallen away since there have been changes in the way the service is operating (reduced hours of operation). This includes calls to families/carers prior to respite stays to check for any updates/changes. These are important as they provide an opportunity for staff to get up to date information about how people have been, any changes to their care and support and to get any relevant feedback. We also noted that there was no system in place for checking details of what medication a person should be taking. No copies of prescriptions are held by the service (which is best practice) and there is no form for families/carers to sign and complete detailing medication, times and doses. Without these in place medications could be missed or wrongly administered. (see recommendation five)

Improvements still require to be made to the processes in place where covert medication is used including the use of best practice documents (from the Mental Welfare Commission) and clearer guidance for staff as to the details of how the medication should be administered. This is to ensure that all staff are consistent in their practice and working to best practice guidance and legislation.

We discussed with the manager that it would be good to pull together the area development plan and some of the individual actions plans in place to form a service development plan that can be used as a tool to support the team to move forward and regularly review their progress.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 5

1. The provider should ensure that all personal plans provide accurate and up to date information to provide staff with effective guidance on how to support people who use the service. This should include:

- a full up to date assessment of each service user's needs
- a written plan that is clear and concise and where there is no missing information
- written evidence that each service user and/or their representative has understood and agreed with their support plan
- inclusion of a signed and dated service user agreement
- accurate and up to date hospital passports where these are used
- a quality assurance system where personal plans, risk assessments and hospital passports are regularly audited.

NCS 3 Short Breaks and Respite Care Services for Adults - Your Legal Rights

NCS 6 Short Breaks and Respite Care Services for Adults - Individual Agreement

NCS 14 Short Breaks and Respite Care Services for Adults - Keeping Well - Healthcare

2. Where medication is being administered covertly (disguised) the provider should ensure that best practice guidance is being followed. This should include evidence that the provider has fully taken account of:

- the reasons for administering medicines covertly
- the legal framework for its use
- practical guidance on how to safely administer medicines covertly
- the most appropriate care pathway to use

The provider is signposted to the following relevant guidance and legislation:

http://www.mwscot.org.uk/media/140485/covert_medication_final_feb_2017.pdf

Part 5 of the Adults with Incapacity (Scotland) Act 2000

The Mental Health (Care and Treatment) (Scotland) Act 2003

NCS 14 Short Breaks and Respite Care Services for Adults - Keeping Well - Healthcare

NCS 15 Short Breaks and Respite Care Services for Adults - Keeping Well - Medication

3. Where the provider is supporting people who use the service to manage their money appropriate safeguards should be in place for:

- accurately recording, witnessing and providing receipts when money is first handed over to staff by a service user, relative or other person
- regular checks on financial records by management that are recorded
- using an appropriate care plan that details what arrangements and safeguards are in place to support each service user to manage their money.

The provider is signposted to

http://www.mwscot.org.uk/media/216003/money_matters.pdf.

NCS 5 Short Breaks and Respite Care Services for Adults - Management and Staffing Arrangements

NCS 8 Short Breaks and Respite Care Services for Adults - Making Choices

4. The registered manager and senior staff for the service should review the level of management presence in the service in conjunction with the staff team. This is to ensure that the management arrangements effectively meet the needs of both service users and staff.

Senior staff with responsibility for the day to day running of the service should review and improve the existing quality assurance practices. This should include regular audits of the quality of personal plans and associated care plans, financial records, medicines management and health and safety arrangements.

NCS 5 Short Breaks and Respite Care Services for Adults - Management and Staffing Arrangements

5. For the safe administration of medication, the manager should ensure that best practice guidance is followed including the appropriate consent and checking of medication instructions and regular review for any changes.

NCS 14 Short Breaks and Respite Care Services for Adults - Keeping Well - Healthcare

NCS 15 Short Breaks and Respite Care Services for Adults - Keeping Well - Medication

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
13 Mar 2017	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
2 Feb 2016	Announced (short notice)	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
6 Feb 2015	Unannounced	Care and support 5 - Very good Environment 5 - Very good

Date	Type	Gradings	
		Staffing	5 - Very good
		Management and leadership	5 - Very good
17 Mar 2014	Unannounced	Care and support	6 - Excellent
		Environment	6 - Excellent
		Staffing	6 - Excellent
		Management and leadership	6 - Excellent
20 Dec 2012	Announced (short notice)	Care and support	6 - Excellent
		Environment	6 - Excellent
		Staffing	6 - Excellent
		Management and leadership	6 - Excellent
15 Dec 2010	Unannounced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
6 May 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
27 Jan 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
21 May 2009	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
16 Dec 2008	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	4 - Good
22 Aug 2008	Announced	Care and support	5 - Very good
		Environment	2 - Weak

Date	Type	Gradings	
		Staffing	5 - Very good
		Management and leadership	4 - Good

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