

Berryknowe Service Housing Support Service

1 Backrogerton Crescent
Auchinleck
KA18 2EU

Telephone: 01290 423382

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Inspection completed on: 28 March 2018

Service provided by:
East Ayrshire Council

Service provider number:
SP2003000142

Care service number:
CS2015337886

About the service

Berryknowe Service is a combined Housing Support Service (HSS) and Care at Home (C @ H), registered 20 January 2016. The service was previously registered as a care home then as one large service called East Ayrshire Council Community Re-enablement and Support Team – West, Berryknowe Service and Moving On Service.

The service provides support to a maximum of 10 adults over 16 years with a learning disability and/or mental health condition which may include drug/alcohol difficulties. The service operates over 24 hours per day.

The service, in which people maintain their own tenancies, is modern in design, and built to a high standard. It is comprised of individual rooms with en-suite facilities, two spacious lounges, and two recently re-furnished communal kitchens. The smaller of the two lounges offers a quieter environment where people can relax. The accommodation is on one level with easy access to the large enclosed garden area. This offers a substantial area that is well used and offers opportunities for outdoor activities and to learn gardening skills.

The aims and objectives of the service are:

"To work with individuals with a diagnosis of mental disorder, supporting them to live as a member of their community, including having choice, control and independence within their day-to-day life".

What people told us

We received four completed questionnaires from relatives, when we asked if they were overall happy with the quality of care and support provided by the service two strongly agreed and two agreed with this statement. We also received some written comments including,

"Our relative gets the best care possible from all the staff at Berryknowe we also have regular meetings with our relatives and the staff he is well cared for at all times."

"My relative has never been happier at Berryknowe fantastic place."

We only received one completed questionnaire from a tenant they were very happy with the overall quality of care and support provided to them and also stated that,

"I am happy here I like all the staff."

During our visits we spoke to four tenants who could provide some feedback about the quality of the service and how satisfied they were with the service. We observed and noted that other tenants who could not verbally provide this feedback information were able to respond with smiles, gestures and other body language responses that indicated they appeared to be happy comfortable and at ease with all the staff. Indeed we observed some very good levels of engagement with lots of laughter and smiles evident during these interactions.

Self assessment

WE did not request a self assessment from the service at this inspection. We spoke to the manager and the deputy and discussed the future goals and developments within the service and how they plan to support and encourage the service to monitor and evaluate the quality and standard of the service they provide.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of staffing	5 - Very Good
Quality of management and leadership	5 - Very Good

What the service does well

General discussions around the service and the changes since they re registered as housing support care at home and some of the changes made within the daily running of the service that affects the residents or tenants as they are now referred to.

Overall, there is no real change to the service other than some adaptations to the kitchen to have individual cupboards for storing foods and other personal items. There is still some element of communal living arrangements and cooking is shared at times. This helps to develop social skills and interaction and encourage people to engage with each other within the service whilst also developing budgeting and cooking skills.

We saw that health assessment were in place and that staff had developed very good skills in identifying people whose behaviours and other aspects of their indicated any issues. The staff were quick prompt at dealing with and addressing any health related issues and could identify and recognise the various health associate professionals to contact.

Care and support plan documentation was well completed with good background information and details of each individuals support needs. There was a very good level of engagement and involvement of the tenants, families and relatives in these processes and we received very good feedback from people regarding this participation process. People felt included and valued.

There was an overall very good ethos of participation and involvement in all aspects of their daily lives which promoted self-esteem and confidence. Tenants meetings are arranged to provide people with the people living at Berryknowe the opportunity to be involved in decision-making processes within the service. Staff support the tenants to take part in these meetings.

There was a warm, friendly welcome from all the staff team who demonstrated a commitment to supporting the people who live at Berryknowe.

There was an active programme of outings events and activities for people including shopping and purchasing items for them to make their own meals. There was appropriate checks in place for tenants finances to ensure proper use of individuals monies. The medication administration systems were in place and again periodic checks in place to ensure the safety of tenants. The management provided appropriate notifications to the Care Inspectorate of any issues discovered.

We observed staff engaging and dealing with individuals with respect to and dignity and engaging with humour and laughter there was an atmosphere throughout the service conducive to positive relationships.

The management and staff team had responded to recommendation we made at the last inspection and have implemented appropriate actions to address these. Please refer to the actions taken to address recommendations in the relevant sections of this report.

The local authority has strict employment procedure in place that ensures all staff are appropriately vetted and checked prior to working with vulnerable adults. There is an induction programme and on going support and supervision procedures in place to help support the staff in their various job roles and responsibilities. There are staff meetings in place to ensure staff are able to feel part of the whole team, this provides them with the opportunity to highlight issues within the service, share information and develop/implement future changes.

We received 15 completed questionnaires from the staff team and they all indicated a high level of job satisfaction in their responses, some added written comments including,

"Management are very supportive and listen to any suggestions and are always happy to allow staff to be involved in any care aspects of tenants. Tenants are well involved with any discussions making and have regular tenants meetings."

"Pleasant place to work."

"The service provided in this place is of a very high standard just like a big family."

What the service could do better

The management and staff at Berryknowe need to continue to maintain this standard of care and support and provide stability and consistency within the service this will further assist tenants to feel safe secure and looked after.

During our visits although as the service is registered as housing support care at home we do not grade the environment, however, we recognised that some areas of the environment looked sparse, due in part as we were told to some tenants destructive behaviours and in response to ensuring health and safety measures for all the tenants. We would look to the management to ensure that referrals are appropriately assessed in regard to future tenants levels of abilities in particular if they are living in such close proximity to others.

The management at staff should continue to ensure that tenants nutritional needs are supported, we recognise the good work achieved in meeting previous recommendations and hope to see this standard continue.

The service should continue to ensure that tenants have an access to the community and opportunities for involvement and engagement continue to be investigated and achieved. This could include opportunities for community groups to engage with tenants at Berryknowe.

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	
8 Feb 2017	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good

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