

Enable Homes - High Barrwood Care Home Service

26 High Barrwood Road
Kilsyth
Glasgow
G65 0EF

Telephone: 01236 823594

Type of inspection: Unannounced
Inspection completed on: 9 July 2018

Service provided by:
Enable Scotland (Leading the Way)

Service provider number:
SP2003002584

Care service number:
CS2003001216

About the service

High Barrwood offers short-breaks for people with a learning disability. They can accommodate five people at any one time in three single and one double room. The double room is usually only used when two people are happy to share.

The service is provided by Enable Scotland (Leading the Way). It has operated as a respite care home since 2002 and registered with the Care Inspectorate since the Care Inspectorate was formed in 2011.

The home is a semi-detached house in a residential area of Kilsyth. It has a living room, dining kitchen, accessible bathroom, separate toilet and three bedrooms on the ground floor. Upstairs has another guest bedroom, bathroom and staff office/sleepover room. The garden to the rear is accessible and well laid out.

Around sixty people use the service at different times throughout the year.

The service aims, "To ensure a high standard of short-term respite care by supporting service users as individuals with their own needs, desires and choices".

What people told us

We received 10 questionnaires returned from people who use the service. Some of their comments were:

"Overall we are pleased with the care in High Barrwood"

"I am happy with the way things are"

"They always do their best for you, if you don't like anything they won't make you do it"

"There's no limit on time they spend with me, they do what they have to do, no matter how long it takes, they're fantastic with me"

"I feel very safe"

"A lovely homelike atmosphere. Relaxed attitude for users and staff alike. I have always enjoyed my respite breaks with them"

Self assessment

We did not ask the service to submit a self-assessment.

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	5 - Very Good

What the service does well

This service provided a safe, friendly and relaxed environment for people who had a short break there. We spoke with respite users who were very happy to stay there. They told us they had opportunities to go out into the community and enjoyed a varied programme of activities including shopping and baking.

Some of their comments were:

"I am excited to be here" and "I am looking forward to coming back".

A large accessible garden provided respite users with a place to sit and benefit from the recent good weather. Service users had enjoyed eating out in the garden making good use of this outdoor space.

A plan to refurbish the environment included painting inside and out with new flooring. A newly refurbished shower room was bright and fresh. This will help maintain a comfortable and pleasant environment that respite users will be happy to stay in.

Personal plans had clear guidance for staff to support people in a consistent way. Some respite users had complex support needs and personal plans provided a level of detail that ensured they remained safe and healthy. Before each visit, returning respite users were asked to update any health or medication changes. This ensured the care plan remained up to date to meet service users needs.

At the end of each visit respite users were asked to complete "have your say". This asked them about the quality of care and support, activities and food they had received during their stay. This gave respite users an opportunity to give their views and raise any issues they were not happy with.

Staff were highly thought of by respite users and family members we spoke with. We observed a highly motivated team who worked well together and obviously knew the respite users well. It was clear very good relationships had been built up between people using the service and staff who worked there. Interactions were warm and respectful with lots of laughter and chat.

Staff had mandatory training such as adult support and protection to ensure they were aware of how to protect people using the service from harm. Staff also had opportunities to complete additional training to meet the varied support needs of respite users.

What the service could do better

Although a training programme was in place, staff did not receive continence training. This would give staff additional guidance and information to support service users with their continence needs.
(See recommendation 1)

When new staff completed medication training they were observed to ensure they put their training into practice. However, there was no evidence of this. We would expect clear evidence new staff had been observed through each step of administering medication and they were considered confident with the necessary knowledge and skills. This would contribute to keeping service users safe.

We would also expect all staff to be observed regularly administering medication to ensure they remained confident and competent with paperwork to evidence this.

(See recommendation 2)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. Staff should have all necessary training to meet service users needs.

Health and Social Care Standards, Standard 3.14 I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes.

2. There should be evidence of ongoing observation of staff administering medication.

Health and Social Care Standards, Standard 3.14 I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes.

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
18 Jul 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
1 Sep 2016	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing Not assessed Management and leadership 6 - Excellent
6 Oct 2015	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
16 Oct 2014	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good

Date	Type	Gradings	
		Management and leadership	5 - Very good
5 Dec 2013	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	4 - Good
22 Apr 2013	Unannounced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	5 - Very good
		Management and leadership	2 - Weak
31 May 2012	Unannounced	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
12 Aug 2010	Announced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	Not assessed
9 Mar 2010	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	4 - Good
7 Dec 2009	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	4 - Good
23 Feb 2009	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
27 Aug 2008	Announced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	4 - Good

Date	Type	Gradings	
		Management and leadership	3 - Adequate

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