

Shawburn Care Home Service

18 Monkton Road
Prestwick
KA9 1AR

Telephone: 01292 678486

Type of inspection:

Unannounced

Completed on:

17 May 2018

Service provided by:

Hansel Alliance

Service provider number:

SP2003000261

Service no:

CS2003001301

About the service

Shawburn (part of the Hansel organisation) was registered on 1 April 2002 to provide a care home service to nine people with learning disabilities.

Shawburn is a large detached house with easy access to a range of local facilities and transport links.

The accommodation comprises two levels with stair access, there are nine single bedrooms with wash-hand basins. There are communal bath/shower rooms, lounge, dining and kitchen areas.

The service states, "You will be treated with dignity and respect at all times and will have the opportunity to enjoy a full range of social relationships. Shawburn will support you to make informed choices whilst recognising and respecting the rights of others."

What people told us

Throughout the course of the inspection, we met all the people currently living in the service and spoke with five in more depth. We also spoke to one relative of someone living in the service and received eight completed care standard questionnaires.

The feedback we received was all generally positive. There were some comments relating to how unsettled the service has been over the past year with a number of staff and management changes but overall people felt things had started to settle more over the past few months.

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	4 - Good
Quality of staffing	4 - Good
Quality of management and leadership	4 - Good

Quality of care and support

Findings from the inspection

We found the service was performing at a good level in relation to the quality of care and support provided. We found that people were supported to stay as healthy as they could be, engage in a range of social and learning activities and to be part of their local community. We saw that people were supported to be as independent as they could be and contribute to the running and organisation of their home.

This has led to positive outcomes for people living at Shawburn who told us they were happy with their support and the opportunities to do the different things they wanted to.

Whilst we found that the level of support provided was good, improvements need to be made to the quality of information in people's support plans in order to give good, clear information about an individual's support needs and how these are met. We noted there was a lack of guidance for staff to support people in a consistent way that promoted their independence and a lack of information relating to people's health needs. We felt that the system currently being used could be improved to make it more streamlined and easy to find and record information.

Where there are infringements to people's rights and privacy, better information and recording was required to ensure that appropriate guidance was available to staff and that there was clear evidence of the necessity for this. This includes the use of listening / monitoring devices (assistive technology), locked / alarmed doors and powers being used under the mental health and adults with incapacity acts (for example guardianship and section 47's for consent to treatment).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. To ensure staff have the right information to meet people's needs and keep them safe, the manager should ensure that support plans have:

- 1) sufficient details about people's health (including mental health) needs and how the support required with these.
- 2) More detailed information to support the promotion of people's independent living skills
- 3) Clear outcomes for individuals
- 4) Signposting to additional documents such as risk assessments, protocols and management plans.

This is to ensure that care and support is consistent with the national health and social care standards which state that:

My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met as well as my wishes and choices (HSCS 1.15)

And

I am confident that the right people are fully informed about my past, including my health and care experience, and any impact this has on me (3.5)

2. The manager should ensure that where there are restrictions or infringements on people's rights and privacy, these are appropriately evidenced with clear guidance for staff implementing these. This also includes ensuring that appropriate documents are in place such as section 47's (for consent to treatment) and guardianship information as required.

This is to ensure that care and support is consistent with the national health and social care standards which state that:

If my independence, control and choice are restricted, this complies with relevant legislation and any restrictions are justified, kept to a minimum and carried out sensitively (1.3).

Grade: 4 - good

Quality of environment

Findings from the inspection

We observed that people felt comfortable in their home and were keen to show us their rooms which were all individually personalised. We saw that people were able to maintain and develop their independence by accessing all areas of the home including laundry and cooking facilities and took on responsibility for various chores around the house. This gave people a sense of ownership and that it was their home.

We saw that staff made regular health and safety checks and where these were not always undertaken, this had been highlighted in a recent audit. This included the monitoring of fridge/freezer temperatures and water checks.

We discussed with the manager that there was scope for some improvements to be made to the interior of the service and also to the area used as a laundry, this was to ensure that the service remained fresh and to comply with health and safety best practice.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

Despite being an unsettled year for the staff team, we found that the quality of staffing in the service was good. Staff that we spoke to appeared motivated to support people achieve good outcomes and there was a clear focus on person centred support.

We saw that staff were being encouraged to develop leadership skills by being the responsible person on shift. Staff were also encouraged to contribute towards the development of the service in a recent staff survey and new supervision sessions held.

The organisation has introduced a new staff support and development system which has yet to fully be implemented within the service but has begun. This should address current issues with a lack of formal supervision for staff which can impact on their personal and professional development. (recommendation one)

The organisation has also had some issues within their training department, which has led to records not being readily available or up to date. There is currently no training plan in place for the service to identify what training staff require to meet the needs of people they support (recommendation two). The manager should ensure that they maintain an overview of any training gaps in their service.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. To support the personal and professional development of staff, the manager should ensure that supervision and appraisals are undertaken as per the organisations policy.

The manager should also ensure that the quality and content of these is consistent and evidences discussion of relevant areas including the planning and reviewing of actions to be taken forward.

This is to ensure that care and support is consistent with the national health and social care standards which state that:

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 (3.14).

2. The manager should ensure that up to date records are kept of all staff training to evidence that staff have the appropriate skills to meet the needs of the people they are supporting. This includes a training plan to identify the training needs for the service.

This is to ensure that care and support is consistent with the national health and social care standards which state that:

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 (3.14).

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

There have been a number of changes in the management and leadership of the service over the past year. The organisation has tried to ensure that this has impacted on people living in the service as little as possible and support has been sought from other senior staff in the organisation who have knowledge of the service to support people during this time.

Feedback about the management of the service has been positive over the past couple of months with people telling us they feel things have settled down and they are confident they can raise any concerns they have.

We saw that the organisation has a new quality assurance process in place and the recent audit of the service raised many of the same issues we found during the course of the inspection. As this is a new process we have yet to see it fully completed and how any follow up actions are addressed. We discussed with the managers that whilst this was a good process, there was a need for more robust quality assurance systems to be in place at service level to quickly identify and address issues. Whilst we saw some processes in place, generally these could be improved to ensure they support a consistent approach with defined standards and expectations (recommendation one)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. To support the identification of areas requiring action and the continuous improvement of the service, the manager should ensure that robust quality assurance processes are in place. This includes (but not limited to):

1) Further development of audit documents to formalise them across all areas, ensuring that standards/expectations are clearly identified.

2) Actions taken to address issues raised are clearly identified.

3) There is a local quality assurance policy and procedure in place detailing process and systems used.

This is to ensure that care and support is consistent with the national health and social care standards which state that:

I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes. (HSCS 4.19)

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
19 Apr 2017	Unannounced	<div>Care and support</div> <div>Environment</div> <div>Staffing</div> <div>Management and leadership</div> <div>4 - Good</div> <div>Not assessed</div> <div>4 - Good</div> <div>4 - Good</div>

Date	Type	Gradings
16 May 2016	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed Not assessed 5 - Very good
6 May 2015	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good 4 - Good 4 - Good 4 - Good
8 May 2014	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good 5 - Very good 4 - Good 4 - Good
10 May 2013	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good 5 - Very good 5 - Very good 5 - Very good
15 Jun 2012	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good 4 - Good 4 - Good 5 - Very good
27 Oct 2010	Unannounced	Care and support Environment Staffing Management and leadership
		Not assessed 5 - Very good Not assessed Not assessed
28 May 2010	Announced	Care and support Environment Staffing Management and leadership
		5 - Very good 5 - Very good Not assessed 4 - Good
19 Feb 2010	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed Not assessed 5 - Very good

Date	Type	Gradings	
15 May 2009	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
24 Mar 2009	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	4 - Good
15 Oct 2008	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	4 - Good

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