

Meadowview Respite Care Home Service

Meadowview
Willowbank
Glendaveny
Peterhead
AB42 3DY

Telephone: 01779 477192

Type of inspection:

Unannounced

Completed on:

13 July 2018

Service provided by:

Aberdeenshire Council

Service provider number:

SP2003000029

Service no:

CS2003000311

About the service

Meadowview Respite previously known as Peterhead Respite Service provides short breaks and a respite care service for adults and children with learning disabilities, physical disabilities and mental health problems. The service recently moved to the nearby Meadowview bungalow on the same site as Willowbank. The new bungalow provides accommodation for up to four people.

The total numbers accommodated at one time was assessed to meet the needs of the service users who were using the service. Appropriate people handling equipment was in place.

The respite service includes in its aims to provide a 'home-from-home' and to encourage development of self-help skills and enable service users to reach their maximum potential.

This service registered with the Care Inspectorate on 1 April 2011.

What people told us

During the inspection only one person was using the service due to their assessed needs. They were not able to tell us how they felt about the service but we could see that this person was comfortable in the environment and appeared to get on well with staff.

In preparation for the inspection we sent Care Standards Questionnaires to the service to be distributed to people using the service. We received two questionnaires prior to the inspection starting, and all strongly agreed with the statement "Overall I am happy with the quality of care and support this service gives me".

Self assessment

We did not request a self assessment this year. We discussed and considered the service's own development plan as part of this inspection.

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

We could see that staff and people who used the service appeared to have good relationships, and staff reacted positively to people, supported them in an appropriate manner and followed guidelines which were in place. This was confirmed by relatives who completed questionnaires prior to the inspection who said that they felt the staff provided very good quality care and support, and that they felt they could trust them to appropriately support their relative.

Support plans contained detailed guidance for staff on how to best support people who used the service, and the routines they preferred. Where appropriate it was clear from records kept that the service made or facilitated prompt referrals to other associated professionals. The service also advocated on behalf of people who used the service in relation to healthcare provided by the local GP service. Although there were regular routines in place, the service was flexible and responsive to the needs and choices of service users, for example organising holidays, celebratory events and other one-off events

Essential Lifestyle planning paperwork gave staff relevant information on how to support people in a variety of areas of their life, such as activities, personal support and general decision making. This clearly focused on positive aspects such as people's ability to make decisions, identified personal preferences for staff skills and abilities, and how people communicate.

Any identified risks were assessed and control measures identified, and this was reviewed regularly and changes made as appropriate. This included an assessment of the support needs of people who used the service and whether they needed additional staff or there were compatibility issues with other people who used the service. This was demonstrated during the inspection when we could see that additional staff were in place.

The service carried out a range of regular audits for example, of medication administered, and when we looked at this it confirmed that the service recorded and administered medication appropriately, including ensuring that protocols were in place for as required medication.

There were a range of processes in place to ensure safety and minimise risk as well as to ensure good quality support was provided. Medication and finance were checked at the start and end of a respite stay.

Staff said they felt well supported, and commented that they felt they worked well as a team. They had regular team meetings, and they told us that they felt these were useful opportunities to discuss practice issues as well as practical or administrative issues. Minutes were kept of these meetings and available to all staff.

Records were kept of all accidents and incidents which occurred, and these were reviewed by the manager and by the health & safety co-ordinator to identify trends or actions which require to be taken.

As a result of questionnaires completed by staff the service developed a team action plan, and this will be followed up with further questionnaires to test the success of actions taken/identified. The service also had an overall service development plan which fed into wider developments across the provider

What the service could do better

Staff made comprehensive records under each section of the Essential Lifestyle Plan – this involved a degree of repetition and extra work, this should be reviewed and the manager was able to confirm that this was being considered. At the last inspection it was noted that there should be more detail on the use of a PEG feed, although this had been amended it was still not clear, but the service made appropriate amendments during the inspection. It had also been suggested that a specialist kettle be sought for use in the service, and although the service had been unable to source the kettle discussed we suggested a tilt kettle which should be available through the occupational therapy service.

Protocols were in place to guide staff as to when people who used the service should receive as required medication. These could be more detailed and describe what agitation or anxiety meant for individuals, and we signposted the service to the DisDAT (Disability Distress Assessment Tool) form to record this.

Although the service had recorded whether people who used the service had Guardianships orders in place, we did not always see details of conditions of the order and we signposted the service to the Mental Welfare Commission for Scotland website for further info on how to record this.

The overall service plan would benefit from being more focussed with clear information on dates for completion and responsibilities.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

Inspection and grading history

Date	Type	Gradings	
13 Jul 2017	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
22 Jun 2016	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
16 Jul 2015	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
3 Sep 2014	Unannounced	Care and support	4 - Good

Date	Type	Gradings	
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
19 Sep 2013	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
28 Nov 2012	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
13 Mar 2012	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
13 Dec 2010	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
13 Sep 2010	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
4 Mar 2010	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	Not assessed
28 Aug 2009	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
25 Mar 2009	Unannounced	Care and support	4 - Good

Date	Type	Gradings	
		Environment Staffing Management and leadership	Not assessed Not assessed 4 - Good
25 Sep 2008	Announced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good

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