

St. Vigeans Care Home Service

Millgate Loan
Arbroath
DD11 1QG

Telephone: 01241 873335

Type of inspection:

Unannounced

Completed on:

22 June 2018

Service provided by:

Priority Care Group Limited

Service provider number:

SP2003000048

Service no:

CS2003000388

About the service

St. Vigeans is a care home for adults with a learning disability. It is registered to provide support for 24 people.

The home is situated a short drive from the town centre of Arbroath, which has a range of shops, a train station and bus links. The home comprises of a large main house, with a smaller unit within the grounds, housing two people, living more independently.

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The service aims to respect residents' choice and individuality with a commitment to promoting the potential and independence of its residents. The service supports residents with a variety of activities based on individual needs and interests.

What people told us

We received 14 completed Care Standards Questionnaires prior to this inspection which indicated people either agreed or strongly agreed that they were overall happy with the quality of the support that they received.

We spoke with three relatives as part of the inspection who provided very positive feedback about the quality of care, the staff and the manager of the service. They told us that they were very happy.

We also spoke with people using the service informally who told us about their day, activities, staff and their rooms. People told us they were happy and enjoyed living in St.Vigeans.

Overall, we saw and heard happy and relaxed interactions between people throughout this inspection visit. We experienced a warm and welcoming home and a lot of laughter. People were relaxed and supportive of the other people they lived with and with staff.

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own improvement plan and quality assurance paperwork. These demonstrated their priorities for development and how they were monitoring of the quality of the provision within the service.

From this inspection we graded this service as:

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

What the service does well

People should expect that their care and support plans are right for them, that they set out how their needs will be met as well as their wishes and choices. We found that support plans had been developed in a person centred manner and did contain a range of very good information that would help guide staff to support people in the way that they wanted. We saw that where possible, people who used the service were encouraged and supported to help write their plans which helped to make it very clear what was important to them.

People also enjoyed a range of recreational, social, creative and learning activities. People told us about the weekly baking group, knitting and sewing groups and a news group all arranged within the home. Other people had a job or went to college. These activities were important to people both in that they enjoyed the activity as well as spending time with friends. Where possible people were supported and encouraged to develop or maintain their independence. This included domestic chores and independent travel.

We also saw clear medication administration records that corresponded with the prescribers instructions. Staff had considered how people can manage aspects of their medication and where possible people were supported to manage in the main any creams, prescribed toothpastes. We also heard how the staff would support someone who would be able to take more control of their medication.

People using the service should be confident that staff who support and care for them have been appropriately and safely recruited. One new member of staff had started since the last inspection. We looked at their recruitment information and found that the provider was following safer recruitment practice.

We also looked at this persons induction to their role which was carried out over a period of ten weeks and covered things like orientation to the building, policies and procedures, work routines codes of practice, the Scottish Social Services Council (SSSC) personal care and care plans.

People using the service should have confidence in the staff because they are trained, competent, skilled, are able to reflect upon practice, and follow their professional and organisational codes.

Staff training records showed staff had access to a variety of training to support them to carry out their role. Staff had access to formal qualifications such as Scottish Vocational Qualifications (SVQ) two, three, and four. All care staff were registered or registering with the (SSSC) and the manager undertook checks of the register.

To support staff they had access to regular team meetings, supervision and appraisals. Staff had been given Adult Protection training and were able to describe what the actions they would take if they had or witnessed any concerns.

People being supported, relatives and members of the multi-disciplinary team told us they were very happy with the care and support and the staff and management team who provided it. This mirrored what we saw and experienced throughout out visits to the service.

What the service could do better

We did identify some areas for improvement within support plans. There were some gaps which meant that important information was not included in the support plan. For example, what support someone may require with their epilepsy. From speaking to staff, it was clear that staff would know what to do however this guidance should be included in the support plan. We also heard of another piece of very good work where someone was supported to keep a journal as an aid for their memory. Again it is important to ensure that this support is included in the support plan to ensure it continues even when key staff are not available or on leave.

It would be good practice to have further guidance for staff in relation to the administration of medication prescribed 'as required' for specific ailments or symptoms. This would help to ensure that there was clear guidance for staff when to recognise when medication may be required and what the signs might be should someone be unable to tell them.

We discussed with the manager the importance of providing staff with further training that centred on meeting the needs of people with a learning disability. The staff had previously had access to training in relation to person centred thinking and this had led to positive changes in the way people were supported and better outcomes. We identified that further training such as positive behaviour support, communication, person centred thinking and the health and social care standards was essential.

We also discussed the services induction pack and how this could be improved to make it service specific and focussing on the skills, knowledge and training to meet the needs of people with a learning disability.

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
30 Aug 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
26 Jul 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
23 Jul 2015	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 5 - Very good Management and leadership 5 - Very good
30 Jul 2014	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 5 - Very good Management and leadership 4 - Good
5 Sep 2013	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
16 Nov 2012	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 4 - Good
10 Jan 2012	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
29 Oct 2010	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing Not assessed

Date	Type	Gradings	
		Management and leadership	Not assessed
27 May 2010	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
2 Mar 2010	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
16 Dec 2009	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
5 Feb 2009	Unannounced	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	4 - Good
29 Aug 2008	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

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