

34 and 36 Hazel Avenue Care Home Service

34 & 36 Hazel Avenue
Kirkcaldy
KY2 5EB

Telephone: 01592 269399

Type of inspection:

Unannounced

Completed on:

27 July 2018

Service provided by:

Respite Fife Ltd

Service provider number:

SP2007009336

Service no:

CS2007161558

About the service

This service has been registered since November 2007.

34 and 36 Hazel Avenue, in Kirkcaldy, is registered as a care home service. The service is provided by Respite Fife Ltd, a voluntary organisation which also provides another care home service for the purposes of respite in Kinglassie (62 Mina Crescent and 19 Ashgrove Terrace).

The service provides a respite service for adults with learning disabilities. The service supported 48 people in 280 separate stays over a year. The service can accommodate up to five people at any one time. Usually there are two people accommodated in each house, with an extra room in one house in case of an emergency stay.

The service is provided by a manager, a deputy care manager, a senior care practitioner, an office manager and a team of 13 care practitioners. The staff provide support in both the Kirkcaldy and Kinglassie services.

The service is provided in two, domestic sized houses. All bedrooms are on the ground floor. The bedrooms are not en-suite. One house has a walk in-shower, and other house has an over bath shower. There is a staff office upstairs., and a staff office and sleepover room in the other house.

The service's aims and objectives include: "We aim to value the individual, recognise the potential of each person, and acknowledge their right to be a part of the local community."

What people told us

We spent time with three people staying in the service. They were seen to be comfortable with each other, and with the support of the staff members.

Sixteen people returned written questionnaires to us. Everyone agreed that:

- My support plan tells people about me and what I like.
- Staff know how to support me.
- The service helps me to be as independent as possible.
- I feel safe in the service.
- Staff treat me well.
- I am confident staff have the right training and skills to support me.
- Staff members have enough time to support and care for me.
- I am asked for my views on how things can be improved.
- I feel my views are listened to by the service.
- When I tell the service I am unhappy with anything, they do something about it.
- I know that I raise a concern/complaint with the Care Inspectorate about the service.
- Overall I am happy with the quality of care and support this service gives me.

Comments from people and their relatives from our visit and questionnaires included:

"Respite is good. I'm encouraged to do things independently. I am treated well. I've had the same staff for a long time. I like time on my own in my room, but staff are there if I need them.
I like it at respite. I like to chat and the staff listen to me. We can have a laugh."

"I am helped to be independent when I do housework, cooking and baking. The staff are helpful."

"The staff help me. They ask how I am. I like the staff. I help to wash the dishes. I love having respite."

"My personal plan helps staff to support me. It has my goals and how best to support me. I have signs that I show staff about my moods, so they know how I am feeling. I do as much for myself as possible. The staff are all nice. Respite is fun."

"This year I have moved to my own home, so I do not go to respite now. I miss the friendships and help I had there."

"I am encouraged to do more activities within my capabilities. I feel very happy to be in respite. I feel safe. I am treated as an adult. I choose my meals and trips out. I am asked for my views after each respite stay. The service is very friendly and is like a home from home."

"The staff look after me fine. I do lots of stuff. I've learnt to cook meals, and use the dishwasher and washing machine. My stay gives mum a break. Respite is great, brilliant."

"I am happy to go to respite. The staff read my support plan, so they know my likes and dislikes and what my needs are. My carer is asked if any changes need to be made to it. I am asked to choose what I want to do. I try to do things for myself and I get help too. I am always included in my activities. I can eat my meal by myself as eating with others can be stressful for me. I am encouraged to go out as I enjoy trips out when I go. The staff know me well and look after me, and I know them, which helps me to cope with any changes."

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 the quality of the provision within the service.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	6 - Excellent

What the service does well

The service had excellent care and support practice in ensuring people's health and wellbeing.

The practice of the service was to promote people's independence where possible. Staff and relatives commented how people's confidence and skills had grown over the years that they had used the service. People valued being able to spend time away from home, and with other people they knew, and doing things they did not usually get to do, and to use and develop their daily living skills while staying there. People told us how their stays helped their family have time for a break, and that the skills and confidence they built up in the service would help them to live with support in their own homes in the future.

When people and their relatives first started to use the service they experienced a supportive approach to any uncertainties they had, such as short visits to build up their confidence, and time for relatives to see the support and meet the staff for their peace of mind. The service appropriately used personal plans from people's previous services to ensure valuable information and guidelines were available for staff to use initially to support people, and while it prepared a new personal plan for them.

There were high quality relationships between people and staff, which gave them a high quality experience in the service. People were supported by staff they knew well, and who knew them and their support needs well too. People told us staff treated them with respect, and that they enjoyed the support from staff. Since the last inspection there had been no changes to the staff group.

People were supported by staff in line with any guidelines and plans by professionals such as; psychologists or speech language therapists, or a specialist agency such as the RNIB. The guidelines or plans were held in people's personal plan files. For example, the service used communication guidelines and communication tools that people used elsewhere. This ensured a consistency of support for people.

The views of people who use the service, and their relatives, are listened to and acted on. The service acted on people's requests such as; to be in respite at the same time as a friend, to do specific activities, and whether or not to go to their day service. The service also arranged respite stays to meet requests by family carers, for example longer stays so they can go away on holiday. Between stays, people visited the service for meals and trips out, to provide a short break for them and their relatives. People's relatives often contacted the service first when they had an urgent need for support or advice, for example a relative was ill or in hospital, as they knew and trusted the staff, and the staff knew their circumstances well. The service then contacted the social work department on people's behalf to confirm that a stay could be provided, including on the same day as the request. This flexible and tailored response to people's requests was highly valued by the people who use the service, and their families.

People who use the service, and their relatives, were involved in preparing their personal plans, and in the review meetings for the plan. The personal plans were based upon what people wanted from the service and how they could achieve what they wanted. Each person had individual goals in their personal plans. Any support or activities during the respite break in connection with these goals was recorded. The service's risk assessments supported people being able to take part in an activity, and to do as much for themselves as possible, while protecting them from harm.

People were better involved in the preparation of their personal plans, as since the last inspection the service had piloted a new approach to record its personal plans using easy read symbols and person centred language. The new plans were very easy to read, but contained all the information needed to ensure people were supported safely. Staff also said the plans better set out people's needs in an easy to understand manner. The service will complete the remaining plans in the new format over a two to three year period. The service will also use the new approach with other records, such as review minutes and recording people's feedback on their service. This time is required to involve people and their relatives in writing the plans, and as respite service support a large number of people who are often in for short and sometimes infrequent stays.

The service had an excellent approach to the management and leadership of the service.

People's views about their service helped the service to plan for their future stays to better meet their expectation and outcomes. Since the last inspection the service had surveyed people about which of the houses they liked staying in and why. People valued different aspects of the house, such as having a bath or a shower, and their location, being either busier or quieter.

People's relatives were surveyed annually by questionnaire about the quality of the service and what they valued most about the service. There was both a high response rate and high rates of satisfaction about the service, and with ideas for further improvement. These are comments are used by the service's board of relatives and a person who used the service, also the manager to determine priorities for the service's development.

The service's staff kept up-to-date with new legislation, new national policies and research by attending training and conferences over the year. This informed new policies in the service, such as the Duty of Candour, and ideas about practice such as the importance of good transitions from children's to adult services. This was a particular strength of the service as it meant the service was informed by the most up to date information and open to forward thinking ideas.

What the service could do better

We advised how the service could maximise the benefit of feedback by showing how it had influenced people's individual service, such as; planned outcomes, who people stayed with, and the location of their service.

The service responded positively to our advice and will look for opportunities for staff training and development on supported communication methods, to complement the new personal plan format, and on supporting people with behaviours that challenge and on supporting the needs of people with autism, to match the needs of people being referred to the service.

The service was advised to review its improvement plan to set goals for improvements focussed on outcomes, based on; feedback from people who use the service and their relatives, professionals, staff, the new Health and Social Care Standards, good practice guidance and the service's self-evaluation against the new Quality Improvement Framework.

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
24 May 2017	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing Not assessed Management and leadership 6 - Excellent
17 Jun 2016	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent Management and leadership Not assessed
27 Aug 2015	Unannounced	Care and support 6 - Excellent Environment 6 - Excellent Staffing 6 - Excellent Management and leadership 6 - Excellent
25 Aug 2014	Unannounced	Care and support 6 - Excellent Environment 6 - Excellent Staffing 6 - Excellent Management and leadership 6 - Excellent
31 Mar 2014	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 6 - Excellent
14 Nov 2012	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
24 Nov 2010	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership Not assessed
15 Jul 2010	Announced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed

Date	Type	Gradings	
		Management and leadership	5 - Very good
27 Jan 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
29 Mar 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
20 Mar 2009	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
9 Feb 2009	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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