

Ercall Road Care Home Service

2 & 2a Ercall Road
Brightons
Falkirk
FK2 0RS

Telephone: 01324 717994

Type of inspection:
Unannounced

Completed on:
20 July 2018

Service provided by:
Forth Valley NHS Board

Service provider number:
SP2003002712

Service no:
CS2003011562

About the service

Ercall Road provides a care home service for adults with learning disabilities. The service is provided by NHS Forth Valley. The home is situated in a pleasant and quiet residential area with access to nearby amenities and public transport links.

The service could be provided for up to 13 service users, however the provider decided to reduce the number of people living in the houses. Seven service users were living in Ercall Road when we carried out the inspection. One additional service user could move into the home.

The service is provided in two separate houses however the houses are connected by an adjoining door.

Accommodation in each house comprises of lounge and separate dining rooms, a modern kitchen and utility room and communal bath/shower rooms. Additional rooms are used to provide private, quiet spaces for service users to relax and enjoy their homes. A large, well maintained communal garden to the rear of the property provides opportunities for service users to grow flowers and vegetables and appreciate the outdoors. The furniture and décor in the home is of a high quality and the environment is bright and spacious. Service users have single size bedrooms that have been personalised to reflect the personality and preferences of each person.

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

What people told us

We distributed ten Care Service Questionnaires to service users as part of the inspection. Seven completed questionnaires were returned to us. Questionnaires had been completed by service users with support from staff or by family members representing relatives.

We spoke with five service users and two relatives during the inspection.

Service users told us they were very happy living in Ercall Road. Staff were said to be kind and caring. A service user told us they were listened to by staff. People told us staff treated them with respect. A service user told us staff always knocked on their bedroom door and waited to be invited in even when they had told staff "just knock and come in".

People said they felt at home because they chose the furniture and decoration in their home. "Staff help us to decide what furniture we want".

Relatives told us they were happy with the care and support their family member received. We heard staff were approachable and relatives felt "at home" when they visited their family member.

We spoke with a consultant psychiatrist and dietician who visit the home. We heard staff were proactive in contacting professionals if service users required support with their health and well being. Staff implemented all guidelines and strategies that had been recommended and were knowledgeable and professional.

Self assessment

We did not ask the service to complete a self assessment this year. We considered the service's development plan as part of the 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	4 - Good

What the service does well

We found people using the service experienced very good outcomes. We were confident service users had a good quality of life. We heard people were supported to identify and participate in activities they enjoyed. Service users told us about holidays they had enjoyed with staff support. Service users said they had made valued relationships in their local community through attending social opportunities and religious groups. Service users also volunteered in local projects. This increased people's self esteem and self worth.

Service users told us they were no longer attending day services. These changes had impacted on service users as their routines had changed and we were pleased to see the service had changed staff rotas to support service users through the transition and to provide additional support and opportunities for service users to take part in chosen activities.

Staff demonstrated knowledge of individuals' needs, preferences and communication styles. We observed respectful and enabling interactions between service users and staff. Many staff had been working in the service for a number of years and this consistency and continuity had contributed to trusting relationships being formed. We concluded that staff had a strong value base.

Service users told us they chose what to eat at menu meetings and had recently chosen new sofas for their lounge at a service users' meeting.

We were pleased to see staff promoting service users' independence. People were supported to participate in shopping, cooking, laundry and domestic tasks in their home. This enabled service users to learn new skills, maintain existing skills and exercise ownership of their home.

We heard service users were supported to maintain family relationships. The provision of private, quiet space for people to use helped maintain relationships between service users.

We found service users' personal plans were person-centred, containing information about their strengths, skills and achievements. Information was provided in various accessible formats. Service users had a key worker and monthly "key chats" took place to give service users the opportunity to talk about their service and their lives. Key chat documentation was provided in a pictorial format where this met the needs of the service user. People knew who their key worker was and told us they could talk to their key worker about outcomes they wanted to achieve or if they had any problems.

We were pleased to see people's health care needs were regularly monitored and proactively managed.

Service users told us they were pleased to be involved in recruiting prospective new staff. People told us they liked staff because they had chosen them.

Staff told us the service's management team were approachable, flexible and supportive. Staff said they had been supported through personal difficulties by an understanding management team.

Relatives told us there had been a great improvement in the service provided to their family members since the appointment of a new management team in the past two years.

We were pleased to see the positive impact of the "Our Voice" project for service users. This work was led by members of the management teams across NHS Forth Valley Learning Disability Residential Services to enable service users to decide what they want from their services and how they want their services to be delivered.

This work acknowledged service users' past experiences and provided an opportunity for service users to tell their stories. People told us they felt listened to and valued.

Staff informed us supervision was provided on a regular basis. Supervision was regarded as supportive and provided opportunities for personal and professional development. Staff told us they were able to undertake training opportunities in areas including autism and palliative care. This approach improved staff morale and motivation.

We found the service carried out regular audits of all relevant systems and processes. The manager had developed an overarching audit process which gave oversight of all aspects of the service and enabled areas for improvement to be identified and rectified quickly. We asked the manager to ensure the outcomes of action plans were recorded.

What the service could do better

We found service users had decided not to take part in National Screening Programmes, however they had not been provided with information in accessible formats to enable them to make informed decisions. We asked the manager to address this issue without delay. (**see Recommendation 1**)

We examined behavioural support strategies developed for service users. The service should ensure relevant professionals are involved in developing guidelines to ensure service users' communication needs and styles are met. Guidelines should include appropriate and respectful language at all times.

We acknowledged that relationships between people in shared living environments may be difficult at times however the service should, as a priority, take steps to ensure the needs of individuals do not negatively impact on the quality of life of other service users living in the home.

We asked the service to develop accessible personal plans with service users to provide further opportunities for people to direct their support.

Service users should be supported to provide feedback on a regular basis about the services they are receiving and how their service could improve. The service should demonstrate how they have responded to the feedback they have received.

The service should ensure their compliance with the staffing schedule agreed with the Care Inspectorate in that the manager, or replacement in their absence, should be 100% supernumerary at all times. (see

Recommendation 2)

We discussed with the manager that where the service has responsibility for service users' finances, their bank statements should be checked for accuracy on receipt in order that any discrepancies can be identified and rectified and to ensure people's finances are managed safely.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. Accessible information should be provided for service users in order that they can make informed decisions about their health and wellbeing.

This is to ensure care and support is consistent with the Health and Social Care Standards which state "I am supported to make informed lifestyle choices affecting my health and wellbeing, and I am helped to use relevant screening and healthcare services" (HSCS 1.28).

2. The service should ensure 100% of the time of the manager, or replacement in their absence, is supernumerary as stated in the service's staffing schedule.

This is to ensure care and support is consistent with the Health and Social Care Standards which state "I use a service and organisation that are well led and managed" (HSCS 4.23).

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
16 Aug 2017	Unannounced	Care and support
		5 - Very good
		Environment
		Not assessed
		Staffing
		4 - Good
		Management and leadership
		Not assessed

Date	Type	Gradings	
20 Jul 2016	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
8 Jul 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	4 - Good
2 Dec 2014	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	4 - Good
13 Oct 2014	Re-grade	Care and support	2 - Weak
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
6 Nov 2013	Unannounced	Care and support	6 - Excellent
		Environment	5 - Very good
		Staffing	6 - Excellent
		Management and leadership	5 - Very good
14 Nov 2012	Unannounced	Care and support	6 - Excellent
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	6 - Excellent
25 Nov 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
11 Aug 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed

Date	Type	Gradings	
5 Jan 2010	Unannounced	Care and support	Not assessed
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
16 Jun 2009	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
26 Jan 2009	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	5 - Very good
8 Jul 2008	Announced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	4 - Good

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