

Isleshavn (Care Home) Care Home Service

Isleshavn Care Centre
Mid Yell
Shetland
ZE2 9BT

Telephone: 01595 745720

Type of inspection:

Unannounced

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Service provided by:

Shetland Islands Council

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About the service

Isleshavn Care Centre is a residential and day service in Mid Yell. The service was registered to accommodate up to ten adults on a long term residential or respite bases. At the time of the inspection there were six people receiving a service. Due to staff recruitment issues the Council had set the maximum occupancy to seven people until additional staff could be recruited. This was to ensure that those living there continued to receive the appropriate levels of care and support.

The accommodation consists of 10 bedrooms, some with en-suite facilities, with communal lounge and dining space. The building was clean, tidy and 'homely' in appearance. Rooms and the lounge and dining room areas continue to be decorated to reflect residents' interests. People have access to an inner court-yard garden, which was well maintained as well as an enclosed outside garden area.

The service has been registered with the Care Inspectorate since April 2011.

What people told us

We spoke with three people on the day and one relative, as well as staff who worked in the service. We also sent Care Standards Questionnaires (CSQs) for random distribution to people and their families. All strongly agreed or agreed that they were happy with the quality of care being delivered.

Those living in the service commented very highly on the service they received. Two people said they would rather be in their own homes but if they couldn't be there then Isleshaven was the next best thing. They spoke about the positive relationships they had with staff and of the high level of support they received. All indicated that they were well looked after by staff who cared for them. People felt that they could spend their days as they wished and staff were aware of their likes and interests.

A relative spoken with raised issues about the service not being adequately staffed to meet the needs of those living there as well as the lack of activities to provide stimulation to those living in Isleshaven. They had raised these issues with management to address.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	5 - Very Good
How good is our leadership?	not assessed
How good is our staffing?	not assessed
How good is our setting?	not assessed
How well is our care and support planned?	5 - Very Good

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

5 - Very Good

We found that people were cared for by staff who were competent and had received training that was relevant to people's needs. We observed staff who were genuinely respectful and interacted with residents and their relatives in a professional and compassionate manner. This ensured people felt valued and respected which helped maintain their wellbeing. People we spoke to praised the staff and said they felt well cared for and were happy living in Isleshaven.

People using the service could be sure that their health needs were adequately supported. This was provided through ready access to services such as GPs, District Nurses and other health professionals such as Dementia Nurse Specialists, when needed.

We looked at how the service supported and managed people's medication and found it well-managed in terms of use, storage and recording. This meant that people could be confident that they were given the correct medicines at the right times and received the medicines they needed to improve or maintain their state of health.

We saw that mealtimes were a positive experience, with meals served at tables in the communal sitting and dining rooms, or in people's bedrooms, according to personal needs and preferences. If people needed help with eating and drinking, this was provided in a kind and caring manner. The quality of food was good and special diets were catered for. This meant that mealtimes were a pleasant experience and enjoyed in a sociable atmosphere. Frequent drinks and snacks were made available throughout the day. Facilities were also available for people to assist themselves to drinks and snacks if they were able.

The way people spend their day should promote feelings of purposefulness and wellbeing. People were able to join in with the day care service that operated out of the same building a couple of days a week. Although planned activities were minimal people living what was provided reflected people's preferences. Management were aware of the need to develop in this area. We saw some very good examples where individuals were supported by staff to attend family events as well events in their local communities.

The service had multi-generational links with the community that included links to local schools and nursery. There were plans to link with a local school around music project which would commence once school holidays were over. The service was in the process of developing additional opportunities for physical activity and staff had received training in strength and balance exercise programme to reduce falls in older people.

During the inspection we highlighted the need for the service to show how the dependencies/needs of people using the service were taken into account in assessing the overall staffing levels for the service. This was to ensure that those living in Isleshaven continued to receive the care and support they needed to meet their assessed care and support needs. Management took this on board and we will monitor effectiveness of this at future inspections.

How good is our leadership?

This key question was not assessed.

How good is our staff team?

This key question was not assessed.

How good is our setting?

This key question was not assessed.

How well is our care and support planned?

5 - Very Good

Care plans should give clear direction on how to deliver peoples care and support and ensure that they are reviewed and updated, when there are any changes in their health or circumstances. New care planning documentation had recently been introduced. We found the care plans and reviews to be very detailed and contained very good information relating to the persons care and support needs and how they wished these to be met. Documentation seen was very outcome focused and the service could clearly show how these outcomes were being met for individuals. This was confirmed by those living there and their families who were involved in the on-going development and review of these.

We did identify the need for the service to consider the layout of the documentation for ease of use and to ensure that where charts were put in place to monitor peoples health these were appropriately completed to show care given and outcomes of this. We will follow this up at the next inspection.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.1 People experience compassion, dignity and respect	5 - Very Good

1.2 People get the most out of life	5 - Very Good
1.3 People's health benefits from their care and support	5 - Very Good

How well is our care and support planned?	5 - Very Good
5.1 Assessment and care planning reflects people's planning needs and wishes	5 - Very Good

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