

## Parkside Court Care Home Service

1/2 Parkside Court  
Dalkeith  
EH22 3BF

Telephone: 0131 654 2257

**Type of inspection:**

Announced (short notice)

**Completed on:**

26 October 2018

**Service provided by:**

Scottish Autism

**Service provider number:**

SP2003000275

**Service no:**

CS2003011035

## About the service

Parkside Court is a care home service registered to provide accommodation and support to five adults with learning disabilities and autism. It is one of a range of services in Scotland provided by Scottish Autism.

The service consists of a ground floor flat where two people live and a first floor flat where three people live.

The service is situated in Dalkeith town centre and is close to local transport links and amenities. The care home blends in with other properties in the area which promotes integration for residents in their local community. The property has been re-furnished since our last inspection; with new carpets, redecoration and a new kitchen is planned. There is a small garden towards the back of the property. The service provides twenty-four hour support to people living at Parkside Court with an on call back up system.

Parkside Court has a statement of aims and objectives including:

"Parkside Court provides supported living to adults with autism. The aims of the service are to support each individual to build a fulfilling life whilst remaining safe in their local community. The service works with a multi-disciplinary approach to ensure individuals receive a person-centred support service built around their support needs."

## What people told us

We asked supported people and staff to complete our pre-inspection questionnaires to assist us in the planning of the inspection. We received three completed questionnaires from supported people and the feedback was largely very positive.

## Self assessment

We are not asking services to submit a self-assessment for this inspection year. Instead, we will ask services for their improvement or development plan and discuss any improvements they may have made or intend to make since the last 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

The service continues to provide a very good level of care and support in a homely environment. The staff were very knowledgeable of the people's needs, largely achieved through their positive working relationships and the agreed comprehensive support plans. These plans contained a variety of valuable information for staff to deliver a very person-centred care experience. This included relevant guidelines and information on routines with the promotion of the Keys to Life Strategy (rights for people with learning disabilities to access health services, for example; screening).

Regular reviews of people's needs are undertaken and recorded well in an easy to read format for people, recognising any communication support needs they may have.

People lived active lives and participated in a range of community based activities. They enjoyed living where they did and spoke highly about the quality of the staff team and the compassion they demonstrated.

The care provider has a variety of specific resources to support people's needs including autism advisors and the recently introduced autism practice improvement framework based on the European Foundation for Quality Management (EFQM).

## What the service could do better

Through the feedback we received from supported people via our pre-inspection questionnaires, they felt that there should be greater opportunities for them to have some involvement in the recruitment of staff. We spoke with the manager about this area for development and various opportunities were being explored, including developing individual person specifications and interview questions asked on behalf of people. We will follow this up at our next inspection of the service.

We read the service's adult support and protection procedure and noted that there were too many levels of internal reporting before any decisions would be made to report externally. No concerns have been raised but we felt that the registered manager would be best suited to make any decisions. We discussed this at our feedback meeting with the care provider.

Training records were in place but were not held centrally and was therefore a challenge for us to have an overview of training needs, as it would be for the manager. We suggested that the manager made improvements to the record keeping, ensuring staff undertake refresher training as and when required.

We had concerns with regards to the privacy of a supported person whose health needs had to be monitored during the night. Although appropriate technology was in place, this was not reliable and as a result staff were relying on a baby monitor. We felt was inappropriate and the service was looking at alternative solutions to observe any changes in the person's health in a less invasive way.

## 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](http://www.careinspectorate.com).

## Inspection and grading history

Date	Type	Gradings
30 Jan 2018	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing Not assessed Management and leadership Not assessed
10 Feb 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
23 Feb 2016	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
31 Mar 2015	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 3 - Adequate
28 Feb 2014	Announced (short notice)	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
7 Feb 2013	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
15 Nov 2010	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership Not assessed
9 Jul 2010	Announced	Care and support 4 - Good Environment Not assessed Staffing Not assessed

Date	Type	Gradings	
		Management and leadership	5 - Very good
11 Mar 2010	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good Not assessed
27 May 2009	Announced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good
19 Feb 2009	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate Not assessed Not assessed
6 Oct 2008	Announced	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate 4 - Good 4 - Good

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