

The Courtyard Care Home Service

Hansel Alliance, Hansel Village
Broad Meadows
Symington
Kilmarnock
KA1 5PU

Telephone: 01563 830340

Type of inspection:

Unannounced

Completed on:

16 October 2018

Service provided by:

Hansel Alliance

Service provider number:

SP2003000261

Service no:

CS2003001304

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com.

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

The Courtyard is registered to provide a residential based care service to adults with a learning disability. The service is provided by Hansel in accommodation built on the grounds of the Hansel Estate in Ayrshire. It consists of four houses with accommodation for up to 15 people as follows:

- five service users at No 3 The Courtyard
- two service users at No 4 The Courtyard
- four service users at No 5 The Courtyard
- four service users at No 8 The Courtyard.

No 8 The Courtyard, also known as 'Meadowview', is a detached house which has been specially designed and purpose-built to accommodate four people with profound physical and learning disabilities. The other houses are bungalows adjoining each other but with their own bedrooms, kitchens, living rooms and dining areas. At the time of the inspection, 15 people were being supported at The Courtyard across the four houses.

What people told us

Prior to the commencement of the inspection, we sent 23 care standards questionnaires to the service, receiving four back from staff and seven from relatives of people who use the service.

During the inspection, we also spoke with one family member who was visiting the service.

Overall, they were very happy with the support provided and comments included:

"My daughter has a great social life and is very well looked after".

"There is a great network of staff always on hand".

"They have meetings and reviews, or when there is a problem it is sorted out".

"Staff know what I'm like and look out for me to keep me safe".

"I have just had my room decorated and it is so lovely, I can go to the lounge to do jigsaws or watch TV if I want, all the rooms are lovely".

"Staff know how to support XXX through training, reviews, practice and talking to XXX and each other".

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

What the service does well

People residing in the service should expect to be supported by a knowledgeable staff team, where the value base reflects that of the organisation. This provides confidence to those using the service and ensures that they feel a sense of worth and self esteem. During the course of the inspection, we observed the support provided by the staff team to service users. We noted it to be warm, respectful and professional at all times. We could see that trusting relationships have been built over time to ensure that all those in receipt of support feel valued, safe and in charge of their own care packages.

Those using the service and their families/representatives should expect to be involved in the planning, delivery and continual review of the care packages. This ensures that services capture the individual needs, wishes, relevant healthcare information and personal aspirations of all those in receipt of support. We noted that care plans in the service are entirely inclusive of the thoughts and opinions of those using the service and their families.

Plans were noted to be detailed, providing good historical context to the support required by each individual while also focussing on present day strategies used to ensure that the best possible person centred support is available.

We also noted that reviews of each respective care package take place within the statutory timescales, these reviews are conducted in a multi-disciplinary fashion, ensuring that all persons relevant to the continued support of the individual have the opportunity to contribute to the discussion.

Each care plan is subject to the service's own quality assurance processes in which the key worker and their immediate line manager work together to ensure all relevant updates are provided in line with the person's needs.

The service has, in conjunction with its staff, devised a local induction booklet to be used by new member of the team after a successful recruitment process.

Existing staff members were asked to comment on what would make a good induction plan, based upon their own experiences, the setting in which the new people will work, the needs of the individuals in receipt of support and the role of the support worker in general.

The team came up with a very worthwhile and detailed document which ensures that everyone benefits from the experiences of those who have come before them and are appropriately prepared for the important role that they are undertaking in the service.

What the service could do better

We revisited the topic of outcomes with the service management during this inspection.

It has to be acknowledged that work has been completed in the past 12 months since the most recent inspection in this regard. However, we feel that more can be done to ensure that the outcomes being sought for the individuals are entirely personal to them.

At present, the outcomes presented in the care plans are the same for all within the service in relation to:

- to keep healthy and well
- to be safe in my home and in the community
- keep in touch with my family
- go out with friends and enjoy a daily walk.

Choose my activities and outings

We discussed ensuring that outcomes are aspirational to each individual. We acknowledge that some of the individuals within The Courtyard will not be able to fully communicate their thoughts on what they wish to achieve, it is important in this regard to ensure that the involvement of all family, care managers is sought to ensure that as many people who know the person well can contribute to the outcomes of the individual.

To illustrate the point, we again referred to the Joint Improvement Team's document on outcomes entitled "Talking Points, Personal Outcomes Approach" The author states on page 10 "To maximise the person-centred and enabling potential, personal outcomes should primarily be understood as what matters to the person"

We noted that the aims and objectives of the service are based upon the now outdated National Care Standards. We could see from other pieces of work that the service have begun introducing the new Health and Social Care Standards which came into force on 1 April 2018. We discussed reviewing the aims and objectives to ensure that the new human rights focussed standards are incorporated into the document and fully throughout all relevant documentation.

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	
3 Nov 2017	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	4 - Good
11 Jan 2017	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
1 Dec 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
25 Sep 2014	Unannounced	Care and support	6 - Excellent
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
12 Nov 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
13 Nov 2012	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
17 Nov 2010	Unannounced	Care and support	Not assessed
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed

Date	Type	Gradings	
8 Mar 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
3 May 2010	Announced	Care and support	6 - Excellent
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
12 May 2009	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
18 Mar 2009	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
16 Sep 2008	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	4 - Good

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