

Strathburn (Support Service) Support Service

Strathburn House
Strath
Gairloch
IV21 2BZ

Telephone: 01445 712493

Type of inspection:

Unannounced

Completed on:

18 December 2018

Service provided by:

NHS Highland

Service provider number:

SP2012011802

Service no:

CS2012307265

About the service

This service was registered with the Care Inspectorate on 30 March 2012.

Strathburn Support Service is situated in the village of Gairloch on the west coast of Scotland. It is registered to provide care and support for up to five older people and at the time of the inspection three people were using the service. The service users share the accommodation with residents of the care home. This includes the lounge and dining areas. Staff who work in the service are also those staff who work in the care home.

The service aims and objectives include:

- Offering a high quality of care that recognises and respects the equality and diversity of all attenders.
- Providing physical and personal care where required.
- Providing a suitable range of stimulating activities which reflect individuals' wishes and preferences.
- Offering attenders the opportunity to socialise, retain skills, develop new ones and develop new relationships.

What people told us

We received two completed Care Standards Questionnaires from people who use the service and their family members. All those that replied said that they 'agreed' that they were happy with the quality of care being provided.

During the inspection we were able to spend time in observation of the service provision and looked at key areas such as activities and staff interactions. We saw that people were very relaxed and comfortable in the setting. People were being supported by a staff group with whom they appeared to enjoy friendly and caring interactions.

Self assessment

The service had not been asked to complete a self assessment ahead of the inspection.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	5 - Very Good

What the service does well

People experienced good support from this service. People received support from staff that were skilled and had received training that was appropriate to their needs. Staff were warm and caring and showed respect in their interactions.

We saw a warm and welcoming environment, where people's choice about where they spent their time was respected. There was a cheerful atmosphere and people using the service appeared relaxed and comfortable with the staff supporting them.

The service took place in a bright and warm dining area and two lounge areas were also available to use. There was an accessible garden that could be used in better weather. At the time of inspection people were only accessing the service for lunch and chose not to take part in any offered activities.

The service has very good links to the local community and a number of volunteers attend the care home offering activities, an opportunity to socialise and to spend time with visiting therapy pets. Social events and parties are organised at key times of the year such as Christmas and these are well attended by everyone including families and volunteers.

Meals were provided in a pleasant and inviting dining area. Drinks and snacks including fresh fruit were available to people throughout the day. There was a wide variety of home cooked food offered and people were regularly consulted about the menus. A choice of food was provided at every meal and feedback about the food was very positive.

The service consistently tried to learn and improve. People and their families and representatives had opportunities to give their views about the service. There were meetings and questionnaires that they could take part in. Feedback was positive and where it identified areas for improvement, the manager had taken these forward and resolved them.

What the service could do better

We saw that care plans were in place for everyone attending the service and that they had been regularly reviewed and updated. However, the care plans were basic and would benefit from more detail especially detailing people's outcomes and how they were to be supported to achieve these. Care plans should also give details of people's preferences and wishes with regards to the activities they want to take part in. **(See recommendation 1)**

We saw that a range of activities were provided and that a monthly planner of activities was in place. However, the majority of people who attended the service did not take part in any activities and attended the service to have lunch and then returned home. The service needs to review its aims and objectives and continue to develop and evaluate its activity programme, ensuring that people and their family and/or representatives are fully included in this process. **(See recommendation 2)**

We found that audits were being completed that referred to the care home and that some of these were relevant to the support service, but not all. The service needs to put in place a quality assurance system that includes the support service. Findings from this should be used to prioritise and address areas for improvement and development and these should be included in a service development plan.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The provider is to further develop the care plans and associated assessments for people in order that they clearly identified individual outcomes and have plans of care that respond appropriately to these.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state; "My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices." (HSCS 1.15)

2. People should have the opportunity to access individual and group activities. A daily planner, which is regularly reviewed and evaluated should be in place to ensure that a wide range of activities are in place both indoors and outdoors, meeting the needs and wishes of people attending the service.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state; "I can choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day, both indoors and outdoors." (HSCS 1.25)

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
2 Mar 2016	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 5 - Very good Management and leadership 4 - Good
10 Jan 2013	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 5 - Very good Management and leadership 4 - Good

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