

Short Breaks, Glamis House Care Home Service

Blair Avenue
Glenrothes
KY7 4RT

Telephone: 01592 771 685

Type of inspection:

Unannounced

Completed on:

17 December 2018

Service provided by:

Leonard Cheshire Disability

Service provider number:

SP2003001547

Service no:

CS2003037923

About the service

The Care Inspectorate regulates care services in Scotland. Prior to 1 April 2011, this function was carried out by the Care Commission. Information in relation to all care services is available on our website at www.careinspectorate.com.

Short Breaks offers respite service between overnight to two weeks for up to five people with physical disabilities and/or learning disabilities.

Short Breaks is part of a group of services which share the same campus in Glenrothes. There is a local health centre and shopping centre which are easy to access for people using the respite service. The accommodation is purpose built and rooms are spacious to suit the needs of wheelchair users. Transport is available to enable access to surrounding towns and other resources.

What people told us

Prior to the inspection we received four completed care standards questionnaires, three of these indicated people were happy overall with the care and support provided and one was not.

Comments included:

'My sons respite unit is very nice, clean and comfortable. Staff are all lovely and approachable and team leader is on hand if there are any problems. Very happy with respite service.'

We spoke with five relatives by telephone as part of the inspection and the feedback was mainly very positive.

They told us:

'My relative is treated really, really well.'

'My relative loves the place.'

'I'm always in contact - kept up to date.'

'I would like to see more activities but understand the difficulties around this.'

'We have all worked really hard to make things settled.'

'They really do enjoy it.'

'Communication 'just works for us.'

'My main priority is my relative and they love going to short breaks.'

'It's a good service.'

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 of 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	not assessed

What the service does well

People could be confident that their support plans was right for them because it set out how their needs would be met, as well as their wishes and choices. We noticed an improvement in the quality and organisation of information in personal plans. There was very good detail about how people should be supported and clear reference to any supporting documentation such as risk assessments and guidance from other professionals. Plans had been regularly updated in consultation with relevant people.

Plans clearly described the things that people like to do and any interests they may have. At our last inspection we made a recommendation about activities and opportunities to get out and about in the local community. We saw that some people had enjoyed a range of outings that corresponded with the information about interests and hobbies.

Medication records had also improved and we saw that the staff continued to have a robust system for checking any changes to medication and addressing any discrepancies.

We spoke with a number of family members during our inspection who all expressed a high level of satisfaction with the service. They told us they had confidence that their relative enjoyed using the service, that staff were approachable, knowledgeable and that communication was very good.

People using the service should have confidence in the staff because they are trained, competent, skilled, are able to reflect upon practice, and follow their professional and organisational codes.

Staff training records showed staff had access to a variety of training to support them to carry out their role. This included both classroom based and e-learning. Staff told us that they thought that the quality of training was good.

We also saw that staff had access to regular team meetings and supervision which were now back and track and planned throughout the year. Staff told us that they were happy with the level and quality of the support that they receive. They expressed that they felt part of good and supportive team where any questions they had were answered. All staff spoken with said that they loved their jobs and liked working in the short breaks service.

Staff who had recently started working in the service, told us that they received an effective induction which involved a mixture of training and shadowing experienced staff. They thought the induction helped by giving them a good grounding for working in the service. Staff had accessed training in Adult Support and Protection and were able to describe what the actions they would take if they had or witnessed any concerns.

We saw that the provider had processes in place to ensure that staff had the support and training to undertake their roles. Staff were committed to providing the best care they could to the people they support.

What the service could do better

At our last inspection we made a recommendation about people having access to a wider range of activities which would allow them to engage with the local and wider communities. This was really important to some people. Other people however, did not think this was as important as they enjoyed coming into the care home and spending time with other people.

It could be clearer in support plans what people hoped to achieve during their respite stay in order to make it clear when people would be meeting their desired outcomes just being away from home and in the company of other people. The manager planned to introduce a system for recording opportunities and activities and we suggested that it would also be of benefit to record any barriers to people getting out of the care home for further discussion with relevant people to help clarify expectations for people. **(See Recommendation 1).**

We saw that someone received their medication 'covertly' or hidden in food. This had been agreed with the prescriber and family. We advised that the manager should consult the Mental Welfare Commission documentation 'Covert Medication' which offers legal and practical advice in this area to ensure that best practice is followed.

We also discussed that the manager should review accident and incidents records to ensure that the Care Inspectorate is notified of these where appropriate.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The provider should ensure that the people who use the service have access to a wide range of activities which allow them to engage with the local and wider communities.

This ensures care and support is consistent with the Health and Social Care Standards which state that; '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
12 Oct 2017	Unannounced	Care and support 4 - Good Environment 5 - Very good Staffing 4 - Good Management and leadership 4 - Good
24 Jan 2017	Unannounced	Care and support Not assessed Environment Not assessed Staffing Not assessed Management and leadership Not assessed
15 Aug 2016	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 3 - Adequate
13 Jul 2015	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
4 Dec 2014	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
24 Jun 2014	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
10 Jul 2013	Unannounced	Care and support 5 - Very good

Date	Type	Gradings
		Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
27 Jul 2012	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
16 Nov 2010	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership Not assessed
25 Jun 2010	Announced	Care and support 5 - Very good Environment 5 - Very good Staffing Not assessed Management and leadership Not assessed
31 Jan 2010	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing Not assessed Management and leadership Not assessed
24 Jul 2009	Announced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
26 Mar 2009	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
26 Jun 2008	Announced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good

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