

Quarriers Fountainview Care Home Service

Cottage 23
Love Avenue
Quarriers Village
Bridge of Weir
PA11 3TL

Telephone: 01505 616023

Type of inspection:

Unannounced

Completed on:

13 September 2018

Service provided by:

Quarriers

Service provider number:

SP2003000264

Service no:

CS2003001116

About the service

Fountainview is a residential care home for up to seven adults with learning disabilities, physical disabilities and other health conditions such as epilepsy.

The service is provided from a converted villa located in Quarrier's Village near Bridge of Weir. There are seven en-suite bedrooms, a communal lounge, dining area, modern kitchen, sensory room and well maintained gardens.

Fountainview is part of Quarriers - a national social care organisation. The service aims to 'promote ordinary life principles ensuring that service users are supported to make choices and decisions with regards to how and where they live'.

The service was registered with the Care Commission and transferred its registration to the Care Inspectorate in 2011.

What people told us

As part of the inspection, we spoke to people who used the service, including family members, through face-to-face interviews and questionnaires.

The feedback we received was generally positive, and included:

'Staff help me with any problems I have.'

'I like living here. I have fun dancing to music with the staff.'

'Staff know me well and make sure my interests are catered for.'

'I feel my opinions are listened to.'

'I go to groups in the community. I use my bus pass and this helps me get more independent.'

'It feels like home. I don't feel like a visitor. I like my bedroom and choosing my own things.'

'I feel safe because I have my independence again and someone is always around if I need them.'

'Staff always have time for me to talk or do things.'

'I am happy here and wouldn't want to be anywhere else.'

'Staff are always there to help me. They treat me good and take me places.'

'I'm very happy with my staff, they are helpful and a good team.'

'My staff are good to me and I'm proud of myself here.'

'I like to go swimming with the staff.'

'We get lots of choice with activities, meal times, and shopping.'

'The house is really like a home and staff know the people so well. We have found the staff very friendly, helpful and understanding.'

'Fountainview is a very friendly and safe environment.'

'I'm very happy with Fountainview and can't think of anything to change.'

Self assessment

The service was not required to submit a self-assessment for this inspection year.

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 and families offered positive feedback about the service at Fountainview. They were particularly complimentary about staff and activities. This was confirmed through our observations as we saw skilled and genuine interactions between people and their workers. The home had a warm and dynamic atmosphere. One family member described: 'The house is really like a home and staff know the people so well. We have found the staff very friendly, helpful and understanding.'

An activities champion worked with people to source new opportunities. They used a person-centred and positive risk approach to help people access activities meaningful to them. For example, we spoke with an older person with physical disabilities who enjoyed a programme of water sports. Other activities included go-karting, gardening, attending social clubs, day-trips and events. There were also opportunities for people to develop their independence skills through completing daily living tasks such as shopping and cooking. People's lives generally appeared full, diverse and stimulating.

People had a say about how the service was run. There were regular meetings in which people could suggest ideas to management. The service listened to opinions, and created an interactive communication board to evidence how it was addressing people's feedback. We saw ample evidence that people were consulted on all aspects of the service including activities, food and drink, recruitment and potential new residents. This developed a real sense of inclusion and involvement in decision-making.

The service experienced very little staff turnover and had a stable and experienced workforce. This stability promoted consistent practice, good communication and positive morale. Staff knew people's needs well and had built strong relationships with people and families.

There was a culture of staff development. Workers had access to a comprehensive training programme and were encouraged to complete further qualifications. Many staff members had become champions, which involved

additional training and research in specific areas. For example, a nutrition champion helped develop healthy and balanced meals in co-operation with supported people. And there was regular joint working with health professionals. These experiences had improved staff knowledge, skills and practice. We felt that workers were confident supporting people of diverse needs and interests.

Staff had regular supervision, team meetings and direct observations of practice with management. There were also annual development days in which the whole team met to discuss specific issues and improvement. This had further enhanced good practice within the service.

Overall, we felt that Fountainview was a skilled and stable service that enabled people to achieve very good outcomes.

What the service could do better

We did not find any significant issues during our inspection. We did, however, share some best practice guidance to help the service further improve.

A person living at Fountainview had recently been diagnosed with dementia. We shared the University of Stirling's 'good practice in the design of homes and living spaces for people with dementia and sight loss'. We asked the service to read this document and make appropriate changes to the environment to promote the person's wellbeing.

A number of people experienced constipation that was treated with medication. We asked the service to better evidence how diet and lifestyle – such as fibre, water and exercise – played a role in treatment. We saw that meals were generally well balanced, but found no reference to nutrition and constipation in support plans.

Some people experienced falls and sustained injury over the last year. We shared Glasgow Caledonian University's 'Injury and Fall Prevention for People with Learning Disabilities'. This research provides practical information and resources to help improve analysis and reduce injuries and falls.

We found the service to be, on the whole, very organised. However, when reviewing support plans, we found a small number of documents that were out of date. For example, one epilepsy care plan had not been updated for over a year. We asked the service to regularly audit each plan to prevent any oversights or errors.

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
4 Aug 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
11 Aug 2016	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
23 Feb 2016	Unannounced	Care and support Not assessed Environment Not assessed Staffing Not assessed Management and leadership Not assessed
20 Aug 2015	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 4 - Good Management and leadership 3 - Adequate
17 Jul 2014	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
1 Aug 2013	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
1 Aug 2012	Unannounced	Care and support 4 - Good

Date	Type	Gradings	
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
11 Jul 2011	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
12 Jan 2011	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
27 Jul 2010	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
9 Dec 2009	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	Not assessed
30 Jul 2009	Announced	Care and support	5 - Very good
		Environment	3 - Adequate
		Staffing	4 - Good
		Management and leadership	4 - Good
19 Jan 2009	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
25 Sep 2008	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

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