

Edward Thomason & Taing Support Services Care Home Service

Seafield Road
Lerwick
Shetland
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Type of inspection:

Unannounced

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Service provided by:

Shetland Islands Council

Service provider number:

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About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services can be found 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.

Edward Thomason and Taing Support Services is a residential and support centre for older people, located in Lerwick overlooking Breiwick Bay. The home is modern, accessible and spacious in design. The provider is Shetland Islands Council.

The service is presently able to provide a care/respite service to a maximum of 44 adults/older people. At the time of the inspection, there were 42 people living there.

Areas throughout the home are personalised to residents and give a home-like appearance. The accommodation has various quiet areas, lounges and dining areas. All bedrooms have en-suite facilities.

The aims and objectives of the service are to provide a safe and homely environment for older adults, enabling choice, independence and supporting residents' physical, spiritual, emotional and cultural needs.

What people told us

We received six completed Care Inspectorate questionnaires, from people using the service, prior to the inspection. All respondents either agreed or strongly agreed with the statement: "Overall, I am happy with the quality of care I receive at this home."

The majority of people stated that they were unaware of the service's complaints procedure or how to complain to us. The following comments were made by people living in the service:

"I am very pleased with the care I get."

"Limited staff numbers mean I can often wait longer than I would like to go to bed and get up in the morning."

"It is kept nice and clean. There can be strong smells coming from individual's rooms."

"It's all fine, I like my room, it's great to have the view. It can be difficult if people with dementia wander into my room, I ask the staff to help me."

"I'm very happy with meals. Staff go out of their way to get me what I want. When I've complained they have been dealt with to my satisfaction. On the whole I get on really well with the staff, we have good chats and fun which makes a difference. Staff make time to speak to me."

We received eight completed Care Inspectorate questionnaires, from relatives and carers, prior to the inspection. Seven people strongly agreed with the statement: "Overall, I am happy with the quality of care my relative/friend receives at this home." One person indicated that they did not know how to answer this question.

From the questionnaires we received, a number of people indicated that they were not aware of the service's complaints procedure. Two people felt that there was not enough staff on duty to meet their relative's needs.

People we meet at the inspection spoke very highly about the service and the care and support their relative received. The only concern raised related to the call system in people's bedrooms which had not been fully functioning for some time. We discussed this with manager and external manager of the service to action.

The following comments were made by relatives and carers:

"More staff would allow for more prompt response, especially when needing assistance with toileting."

"My nana's care is fantastic, the staff are warm, welcoming and loving. When we visit they offer drinks/biscuits to us and make a fuss of our kids. I feel incredibly lucky to know many of the carers by name and be totally confident that my nana's needs are met."

"The care at Taing house is excellent, my relative is very happy and looked after in every aspect by dedicated staff."

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	4 - Good
How good is our leadership?	not assessed
How good is our staffing?	not assessed
How good is our setting?	not assessed
How well is our care and support planned?	5 - Very Good

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

4 - Good

It is important that staff across the home treat residents with compassion, dignity and respect. We observed staff who were genuinely respectful and interacted with residents, and their relatives, in a professional and compassionate manner. This ensured that people felt valued and respected which helped maintain their wellbeing. People we spoke to praised the staff and said they felt well cared for and were happy living in Edward Thomason and Taing.

People using the service could be sure that their health needs were adequately supported. This was provided through ready access to services such as GPs, District Nurses and other health professionals such as Dementia Nurse Specialists, when needed.

Medication was well-managed and this helped to ensure that people received their medications as intended. Medication management was regularly reviewed by the pharmacy to ensure people continued to receive the appropriate medications. This helped to ensure people's state of health was maintained or improved.

It is important that residents enjoy a healthy and balanced diet and have access to plenty of drinks throughout the day. We found that residents could choose whether to have meals in the dining rooms or in their own bedroom. We heard good comments about the meals and how feedback about meals was sought. Where needed, people were well supported during meal times and frequent drinks were made available throughout the day. Facilities were also available for people to assist themselves to drinks and snacks if they were able. The service could consider how the dining areas could be made more homely by the use of more domestic furnishings and storage.

The way people spend their day should promote feelings of purposefulness and wellbeing. Activities should be meaningful and suited to individual's abilities and needs. In line with previous findings, we continued to find that people were supported on a one-to-one basis and often in their own room through personal choice. However, there was a need to review how people's days were meaningful and to look at developing additional opportunities for physical activity. Management was aware of the need to develop in this area. We signposted the service to resources that would help improve the quality of meaningful activities. (See area for improvement 1)

During the inspection, we highlighted the need for the service to show how the dependencies/needs of people using the service were taken into account in assessing the overall staffing levels for the service. This was to ensure that those living in Edward Thomason and Taing continued to receive the care and support they required to meet their assessed care and support needs. Management had devised a dependency tool that they were about to introduce and we will monitor the effectiveness of this at future inspections.

Areas for improvement

1. In order to ensure that people's social and recreational needs are appropriately met, the service provider should ensure that all service users, irrespective of ability, have the opportunity to participate in activities of their choice and which are meaningful to them.

This ensures 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)

How good is our leadership?

This key question was not assessed.

How good is our staff team?

This key question was not assessed.

How good is our setting?

This key question was not assessed.

How well is our care and support planned?**5 - Very Good**

Care plans should give clear direction on how to deliver people's care and support and ensure that they are reviewed and updated, when there are any changes in their health or circumstances.

New care planning documentation had been introduced. We found the care plans and reviews to be very detailed and contained very good information relating to the person's care and support needs and how they wished these to be met. Documentation viewed was very outcome focused and the service could clearly show how these outcomes were being met for individuals. This was confirmed by those living there and their families who were involved in the ongoing development and review of these.

We did identify the need for the service to consider the layout of the documentation for ease of use and to ensure that where charts were put in place to monitor people's health, these were appropriately completed to show care given and outcomes of this.

What the service has done to meet any areas for improvement we made at or since the last inspection**Areas for improvement****Previous area for improvement 1**

The service should review how meaningful days are planned and supported. This should be regularly reviewed and audited and outcomes evaluated.

This area for improvement was made on 20 November 2017.

Action taken since then

We continued to identify that activities were lacking in the service. There was little activity recorded and nothing to show how staff recorded and evaluated activities to ensure that they were meaningful to people. Also, see the section - How well do we support people's wellbeing?

We could see that where people had indicated activities and interests, within their care plans, these were being supported within the person's own room. Examples of this were knitting, reading and puzzles.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com

Detailed evaluations

How well do we support people's wellbeing?	4 - Good
1.1 People experience compassion, dignity and respect	5 - Very Good
1.2 People get the most out of life	4 - Good
1.3 People's health benefits from their care and support	5 - Very Good
How well is our care and support planned?	5 - Very Good
5.1 Assessment and care planning reflects people's planning needs and wishes	5 - Very Good

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