

Station Brae Respite Unit Care Home Service

Unit 3
8 Princes Road
Newton Stewart
DG8 6LT

Telephone: 01671 404397

Type of inspection:

Unannounced

Completed on:

27 November 2018

Service provided by:

The Richmond Fellowship Scotland
Limited

Service provider number:

SP2004006282

Service no:

CS2003050894

About the service

This service registered with the commission on 21 November 2003 and transferred its registration to the care inspectorate on 1 April 2011.

Station Brae Respite Unit is a registered care home service run by The Richmond Fellowship Scotland, (TRFS). The service operates from a detached bungalow located in a residential area of Newton Stewart close to local amenities and public transport routes.

The home consists of two single bedrooms, a shared bathroom and shower room, lounge and kitchen/dining area, a laundry and a staff sleepover room. Outside there is an enclosed courtyard area which is shared with a neighbouring property.

The service is registered to provide respite care and short breaks for up to two adults with a learning disability or with a learning disability and who may also have a physical disability.

The service's Statement of Purpose and Function describes it as being there to meet the respite needs, including planned admissions, of adults with a learning disability from the Galloway area.

What people told us

During the course of the inspection we met three people using the service and their relatives. We also received two completed care standard questionnaires.

The feedback about both the staff and support provided was very positive and people told us they were very happy with the staff and support they provided.

People told us that communication with the service was good and they felt confident that their relative was well cared for, engaged and happy attending the service.

Comments included:

"Staff are kind to me, I get spoiled".

"It's my own choice what I do".

"Staff are excellent".

"(my relative) is supported to develop skills for moving on".

"They are always out and about".

We have taken account of the views of people using the service and their relatives when commenting on each of the quality themes.

Self assessment

The Care Inspectorate has not requested services to complete a self assessment for this inspection year. We looked at the services 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	not assessed
Quality of management and leadership	5 - Very Good

What the service does well

Station Brae performs at a very good level in relation to the quality of care and support and management and leadership.

We saw that staff had warm, genuine relationship with people using the service and their relatives. This helped to ensure good communication between everyone and led to staff having good information about the person, their current needs and what they wished to achieve during their stay. It was good to see that staff were tried to make contact with families prior to people's stay to ensure that they were no changes to their support and plan for any potential activities the person may want to do. This helped them review the support plans and medication documents as well as ensure there was adequate staffing to assist with identified activities.

We heard how the service was supporting people to develop their independent living skills as well as building relationships in the local community. Where people had more complex needs, we saw how staff were responsive to and recognised changing health needs.

The service has a longstanding core staff team who are motivated, passionate and knowledgeable. Staff told us that there had been improved management support over the past year and we could see that this was now starting to have a positive impact on the services development.

Improvements were seen in the quality assurance processes and there was an improvement plan in place to identify where the service needed to make improvements. This included feedback from people using the service and we could see where action had been taken to address comments and suggestions made.

We made five recommendations in the last inspection report, all of these have now been met.

What the service could do better

Whilst there was some good, person centred information in support plans, these could be further developed to ensure that they are outcome focused. We also noted that improvements could be made to the recording of information around behaviour management as this was missing in one of the files we sampled.

Better evidence is needed to identify where reflective and good practice discussions have taken place with staff. This may be through team meetings and the supervision/development process.

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
28 Mar 2018	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
13 Mar 2017	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
2 Feb 2016	Announced (short notice)	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
6 Feb 2015	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
17 Mar 2014	Unannounced	Care and support 6 - Excellent Environment 6 - Excellent

Date	Type	Gradings	
		Staffing	6 - Excellent
		Management and leadership	6 - Excellent
20 Dec 2012	Announced (short notice)	Care and support	6 - Excellent
		Environment	6 - Excellent
		Staffing	6 - Excellent
		Management and leadership	6 - Excellent
15 Dec 2010	Unannounced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
6 May 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
27 Jan 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
21 May 2009	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
16 Dec 2008	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	4 - Good
22 Aug 2008	Announced	Care and support	5 - Very good
		Environment	2 - Weak
		Staffing	5 - Very good
		Management and leadership	4 - Good

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