

Strathallan House (Support Service) Support Service

Golf Course Road
Strathpeffer
IV14 9AT

Telephone: 01997 421670

Type of inspection:

Unannounced

Completed on:

14 February 2019

Service provided by:

Mistral Care Homes Limited

Service provider number:

SP2003001712

Service no:

CS2003017722

About the service

This service registered with the Care Inspectorate on 1 April 2011.

Strathallan House (Support Service) is registered to provide a support service (without care at home) to a maximum of 10 older people and a support service (with care at home) to older people in their own homes. The provider is Mistral Care Homes Limited.

Strathallan House (Support Service) aims to provide high quality care for its clients according to their individual needs.

What people told us

We visited five people in their homes and four relatives were present at these visits. We telephoned and spoke with a further nine people. Overall the majority of people were very happy with the care and support they received. We will include some of the comments from people in this report.

Self assessment

The service had not been asked to complete a self assessment in advance of this inspection. We looked at their own improvement plan and quality assurance paperwork. These demonstrated their priorities for development and how they were monitoring the quality of provision within the service.

From this inspection we graded this service as:

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

What the service does well

The quality of care and support was good. There were important strengths with some areas for improvement.

We observed staff supporting individuals in a sensitive and caring manner. It was clear that the individuals' care and support needs were the main focus of staff support. Staff knew the people they supported well and were able to tell us how people liked to be supported. This confirmed individuals were receiving the right supports at the right time, by a confident and knowledgeable staff group. Some of the comments from the people we spoke with included:

"The staff are fantastic and really helpful, I cannot fault them."

"I know the staff who visit me and if someone new they usually shadow with another staff."

In general people receiving a service felt in control of the care and support they received. We knew this because they had been fully involved in developing and reviewing their support plan. We saw examples where the service had responded flexibly to changes in people's needs, this had resulted in care being delivered in a more person centred manner.

The majority of people we spoke with told us that they had built trusting relationships with the staff who supported them. This was because they had had the opportunity to build relationships with a consistent staff team. Our observations confirmed people felt relaxed and at ease with staff and were supported in an unhurried manner. Some of the comments from the people we spoke with included:

"I have a good banter and relationship with staff."

"The staff turn up on time."

"All the staff are very good."

There were good recruitment procedures for staff which maintained the safety and well-being of people using the service. The service also ensured that the staff were appropriately registered with professional bodies. The induction, supervision, appraisals and training made available to staff promoted best practice and guidance. These systems gave the manager the opportunity to evaluate whether staff were providing care in a person centred manner which promoted people's well being.

This service's development plan identified what the service needed to improve on and how they were going to do this. Although we have identified some areas for improvement, overall we felt the service was well led and managed. The organisation and manager presented as committed to continually improving the service to ensure that individuals had as good a quality of life as possible.

What the service could do better

The service had expanded considerably since the last inspection. Although the majority of people we spoke with were very satisfied with the support they received, some people told us that there had been a number of changes to staff that had affected the support they received. Some of the comments from the people we spoke with included:

"I don't know who is going to visit me and this upsets me".

"Staff are often late, they do not phone me to tell me they are running late".

"There is a high turnover of staff".

We identified that the above issues were in a specific geographical area the service had recently expanded to. The manager assured us they will visit people in this area and review the way care and support is being delivered.

We discussed the service's improvement plan and the importance of embedding the new staff supervision and observations, induction and person centred support plans and reviews. We will consider the impact these have had on people's outcomes at the next inspection.

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.

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

There are no outstanding requirements.

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

Recommendation 1

The provider should ensure people are supported to take their medications in a planned, safe and agreed way. To do this the provider should:

- have appropriate arrangements in place, to ensure staff providing people with support to take their medication are trained to do and follow up-to-date best practice guidance.
- have systems in place to ensure staff record clear information about the agreed support arrangements in place in the person's personal plan and maintain clear and accurate records.

National Care Standards Care at Home Standard 3: Your personal plan Standard 4: Management and staffing Standard 8: Keeping well – medication. National Care Standards Support Services Standard 2: Management and staffing arrangements Standard 4: Support arrangements.

This recommendation was made on 3 November 2017.

Action taken on previous recommendation

The recommendation has been met. There are working processes in place to ensure the safe administration of medication.

Recommendation 2

The provider should ensure they develop and establish:

- supervision and monitoring arrangements for staff working in the support services
- training plans for staff working in the support services specific to their roles and to support their registration with the relevant part of the Scottish Social Services Council's (SSSC) register.

National Care Standards Care at Home Standard 3: Your Personal plan Standard 4: Management and staffing Standard 8: Keeping well - medication. National Care Standards Support Services Standard 2: Management and staffing arrangements Standard 4: Support arrangements.

This recommendation was made on 3 November 2017.

Action taken on previous recommendation

The recommendation has been met. There will be more information on this in the report.

Recommendation 3

The provider should ensure they give staff clear information about their roles and responsibilities and the policies and procedures they must follow in their work. This should take account of best practice guidance and relevant legislation.

National Care Standards Care at Home Standard 4: Management and staffing
National Care Standards Support Services Standard 2: Management and staffing arrangements.

This recommendation was made on 3 November 2017.

Action taken on previous recommendation

The recommendation has been met. All staff now have job descriptions and an induction where the above information is clearly set down.

Recommendation 4

The provider should ensure they develop a service improvement plan, to improve further the areas of important strength and take action to address areas of improvement. This should include the planned further development of the services currently provided and regularly monitoring and evaluation of the services provided.

National Care Standards Care at Home Standard 4: Management and staffing
National Care Standards Support Services Standard 2: Management and staffing arrangements.

This recommendation was made on 3 November 2017.

Action taken on previous recommendation

The recommendation has been met and will be further discussed within the report.

Inspection and grading history

Date	Type	Gradings
3 Nov 2017	Unannounced	<div>Care and support</div> <div>4 - Good</div> <div>Environment</div> <div>Not assessed</div> <div>Staffing</div> <div>4 - Good</div> <div>Management and leadership</div> <div>4 - Good</div>
30 Jan 2017	Unannounced	<div>Care and support</div> <div>4 - Good</div> <div>Environment</div> <div>Not assessed</div> <div>Staffing</div> <div>4 - Good</div> <div>Management and leadership</div> <div>Not assessed</div>
27 Mar 2014	Unannounced	<div>Care and support</div> <div>4 - Good</div> <div>Environment</div> <div>4 - Good</div> <div>Staffing</div> <div>4 - Good</div> <div>Management and leadership</div> <div>5 - Very good</div>
15 Dec 2010	Announced	<div>Care and support</div> <div>5 - Very good</div> <div>Environment</div> <div>Not assessed</div> <div>Staffing</div> <div>Not assessed</div> <div>Management and leadership</div> <div>Not assessed</div>
24 Feb 2010	Announced (short notice)	<div>Care and support</div> <div>5 - Very good</div> <div>Environment</div> <div>Not assessed</div> <div>Staffing</div> <div>5 - Very good</div> <div>Management and leadership</div> <div>Not assessed</div>
27 Oct 2008	Announced	<div>Care and support</div> <div>5 - Very good</div> <div>Environment</div> <div>4 - Good</div> <div>Staffing</div> <div>4 - Good</div> <div>Management and leadership</div> <div>5 - Very good</div>

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