

# Hansel Alliance at Taigh Mor Care Home Service

Academy Brae  
Beith  
KA15 1EQ

Telephone: 01505 502746

**Type of inspection:**

Unannounced

**Completed on:**

29 January 2019

**Service provided by:**

Hansel Alliance

**Service provider number:**

SP2003000261

**Service no:**

CS2012309533

## About the service

This service registered with the Care Inspectorate 24 September 2012.

Hansel Alliance at Taigh Mor provides a short break and respite service for up to eight adults with learning disabilities who may also have complex health and physical needs. The service is located in Beith, North Ayrshire.

The building is a single storey, purpose-built home with secure garden areas and disabled access. Accommodation includes eight single bedrooms with ensuite wet floor shower rooms, lounge, dining room, sensory room, assisted spa bathing facilities, kitchen and laundry.

The service aims to offer flexible, individual, needs-led respite care and to create a friendly, homely environment.

Its stated objectives are to work with people as individuals and to promote rights, dignity, privacy, respect and confidentiality.

## What people told us

During the course of the inspection we spoke to all of the people using the service at that time. A care Inspectorate inspection volunteer spoke to relatives of ten people who use the service over the phone to ask for feedback on the staff, service and support provided.

We also received 1 completed care standards questionnaire.

Overall the feedback was very positive. People generally knew the staff well, felt safe and supported and that they were involved with decisions about how their support was provided.

Relatives told us they felt reassured by the quality of support their relative received which helped them make the most of their respite time.

"Yes we are very happy with the service and support that my relative receives from all."

"The staff can't do enough for my relative."

"Its excellent for us."

"Can't fault it, we would be lost without it."

"I would highly recommend them as they are brilliant at the role they carry out in the unit- my relative is always happy to go to see them all."

"My relative has made friends at the unit and just loves going there. For me it's a chance to recharge my batteries and to do things that are difficult when caring for my relative. It's a positive experience all around."

"It allows me time with my other family members, I can relax as I know they (my relative) are safe and secure."

"My relative loves going as they always come back very happy this means I can enjoy the break while I know they are safe and secure and having a lovely time with their friends and the staff."

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

## 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?	5 - Very 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?	4 - Good

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

## How well do we support people's wellbeing?

**5 - Very Good**

Taigh Mor continues to perform at a very good level in supporting people's wellbeing.

We heard good examples of how staff had actively challenged discrimination whilst supporting people to access public transport and had supported them to be informed about their rights in making formal complaints where they were unhappy with something. This helped to uphold peoples dignity, feel respected and be aware of their rights.

People using the service were central to all decisions made about what happened in the service during their stay.

"I'm informed by my relative that they sit down the first night with the staff and plan the week ahead re meals and activities."

"My relatives often says to me the staff always have a meeting with us the first night in there to discuss what we are going to do while I am there with my friends."

Everyone is supported to voice their preferences and wishes and time is taken to ensure that those who can not communicate verbally are supported to make choices using communication aids or information gained from relatives / past experiences.

Peoples right to make choices and direct their support is fully embedded within the culture of the service and people are enabled to get the most out of their stay with options to develop and explore their interests and aspirations.

People's health should benefit from their care and support and we saw that managers meet regularly with the community learning disability nurse to ensure that any changes to health needs are communicated and appropriate support is in place. We also saw that people using the service were involved with the planning, of menus, preparation of food and were able to freely access and prepare their own drinks and snacks depending on their abilities. Where people were reliant on staff support for these tasks, timings of meals and choice remained flexible, responding to individuals needs and wishes.

## Areas for improvement

1. To give staff the most up to date information about an individuals support needs and how they like to be supported, the manager should ensure that support plan files include all relevant information about the person and their needs.

National Care Standards, Short breaks and respite care service for adults. Standard 6 - Individual agreement

## 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?

4 - Good

Whilst we found that overall people were involved in directing and leading their care and support, the standard of care planning was inconsistent and did not always provide staff with enough guidance specifically around meeting people's health needs. Some plans were not sufficient enough to inform staff practice or approaches to care and support. (Area for improvement one)

The nature of the service means that there are regular reviews of peoples needs but this is mostly informal and needs to be more detailed and recordings improved.

Assessment and care planning should reflect people's outcomes. The outcomes information we saw was not individualised and did not reflect input from people or their representatives.

People and, where relevant, their families should be fully involved in developing their personal plans. From the sample we looked at this was not always evident as people or their relatives had not signed the plans and/or their views were not explicitly reflected in them.

We made a recommendation in our last report regarding care planning. Whilst we saw that work has and continues to be undertaken to make improvements in this area, this remains an area for improvement and is repeated in this report.

## Areas for improvement

1. To give staff the most up to date information about an individual's support needs and how they like to be supported, the manager should ensure that support plan files include all relevant information about the person and their needs.

This is to ensure that care and support is consistent with the national health and social care standards which state that:

My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met as well as my wishes and choices (HSCS 1.15)

## 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 manager should ensure that appropriate recordings are made in the service. This includes the recording of actions taken to address issues around staff competency including medication errors.  
National Care Standards, Short breaks and respite care services for adults. Standard 5 - management and staffing arrangements

**This area for improvement was made on 9 January 2018.**

#### Action taken since then

We saw that there were now clear recordings of where actions had been taken to address staff practice and competency issues including the management of medication errors.  
This recommendation has been met

#### Previous area for improvement 2

To give staff the most up to date information about an individual's support needs and how they like to be supported, the manager should ensure that support plan files include all relevant information about the person and their needs.

National Care Standards, Short breaks and respite care service for adults. Standard 6 - Individual agreement

This area for improvement was made on 9 January 2018.

## Action taken since then

Work has been ongoing to update plans and support staffs development in this area. Some plans have been further developed but this remains an ongoing area for improvement.

This recommendation has not been met.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Detailed evaluations

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

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Compass House  
11 Riverside Drive  
Dundee  
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[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

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