

Berryknowe Service Housing Support Service

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Auchinleck
KA18 2EU

Telephone: 01290 423382

Type of inspection:

Unannounced

Completed on:

21 December 2018

Service provided by:

East Ayrshire Council

Service provider number:

SP2003000142

Service no:

CS2015337886

About the service

Berryknowe Service is a combined Housing Support Service (HSS) and Care at Home (C@H), registered 20 January 2016. The service was previously registered as a care home then as one large service called East Ayrshire Council Community Re-enablement and Support Team - West, Berryknowe Service and Moving On Service.

The service provides support to a maximum of 10 adults over 16 years with a learning disability and/or mental health condition which may include drug/alcohol difficulties. The service operates over 24 hours per day.

The service, in which people maintain their own tenancies, is modern in design, and built to a high standard. It is comprised of individual rooms with en-suite facilities, two spacious lounges, and two recently re-furnished communal kitchens. The smaller of the two lounges offers a quieter environment where people can relax. The accommodation is on one level with easy access to the large enclosed garden area. This offers a substantial area that is well used and offers opportunities for outdoor activities and to learn gardening skills.

The aims and objectives of the service are:

"To work with individuals with a diagnosis of mental disorder, supporting them to live as a member of their community, including having choice, control and independence within their day-to-day life".

Although we do not comment in our reports regarding the environment as this service is registered as housing support and care at home. We noted that the provider had invested and made improvements to the corridors and other communal areas.

What people told us

We received positive feedback and comments in returned questionnaires from relatives of people who use this service. People were happy with the care and support provided by the staff team. This helped to create a friendly atmosphere with the service.

We observed several tenants sitting the lounge and dining areas of the home, they were comfortable, relaxed and at ease within this environment. We noted staff were vigilant and aware of each person's individual needs and it was clear they knew all the tenants very well and were able to engage in a positive and supportive manner.

"Berryknowe looks after my relative to a very high standard."

"Recently staff at Berryknowe have been changed over several times and this may be detrimental to the residents' care."

Overall, the management and staff team at Berryknowe continue to provide a very good standard of care and support to the people who live there.

Self assessment

We did not request a self assessment at this inspection.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of staffing	5 - Very Good
Quality of management and leadership	5 - Very Good

What the service does well

Berryknowe service continues to provide a very good standard of care and support to the people who live there. We continue to see a committed and caring staff team who demonstrate a breadth of knowledge of each individuals identified care and support needs.

People who receive a service need to know the staff looking after them have the right skills, knowledge and expertise to provide the right kind of support to them. We saw that the provider organisation ensured there was a good array of topics on training relevant to the service needs of the people who use the service.

The manager kept track of the training with a spreadsheet that kept a record of all the training completed and refresher requirements of the staff. Each member of staff had their own individual training folder detailing all the training and certificates they had completed. This gave confidence the staff having the skills, knowledge and expertise to support the needs of the tenants.

The spreadsheet also included checks on registration details with relevant authorities mainly the Scottish Social Services council (SSSC) and any criminal record checks for protecting vulnerable people (PVG). This ensured that the staff team were appropriately registered, vetted and suitable to work with vulnerable people.

We saw that tenants had been involved in the interview and selection process to recruit new staff. This gave people who use the service a sense of involvement and control. that their opinions matter and they have a positive role to play in the developments within the service.

The service ensured that new staff had a full induction and then regular on going support through a supervision and appraisal programme. This helped to build good team dynamics and provide opportunities for both staff development through identified training needs and any on going support issues relevant to the staff team. This makes sure that staff continue to build and develop in their roles and have the opportunity to enhance their skills and knowledge. Which in turn benefits the health and well being needs of the tenants.

We reviewed the care and support planning documentation including care diaries utilised within the service. We continue to find very good details in these plans which identify each individuals support needs and clearly sets out the kind of support that person requires. The folders contained good back ground information about the person and focused on them as a person. There were regular review meetings to update and document the progress of the individual and if the care and support plan was meeting their needs.

From the records we sampled, we could see very good liaison and support in conjunction with other medical health professionals.

This helps to ensure that tenants are supported in addressing and dealing with any physical or mental health issues and they have access to the relevant support and advice in relation to their needs. The plans were also focused on outcomes for individuals and setting goals in order to achieve these outcomes. Tenants were involved in this process as was their relatives if appropriate.

We reviewed the medication administration procedures. Each person has their own lockable cabinet in their bedroom, which only certain staff have access to. This helps to provide a more person centred focus when administering people's medication. This can be done in the privacy of their own bedrooms and at a time when suits them. The manager and senior staff also completed regular checks and audit son the medication to ensure that everything was in order.

Each tenant's bedroom door are designed to look like a regular front door, with their own post box to put mail in, a brass knocker. Each bedroom has it's own number and address. Tenants were able to decorate their rooms to their own tastes and we saw some very nice touches were people were able to individualise their spaces. Overall, this helped people to have a sense of ownership and individuality. People we spoke to and were invited into their own rooms demonstrated a pride and motivation to show off their rooms and it was good to see people happy with their place.

We noted the improvements to the environment and communal areas were made to look and feel homely. This helped the tenants to feel valued and comfortable living in an environment that was clean, tidy and well presented and maintained.

What the service could do better

Although we noted that regular review meetings were taking place some of the documentation had not been signed.

We advised the service to update their brochure details regarding the complaints procedures and addresses of the Care Inspectorate.

We were pleased to see improvements in the communal areas of the service and would like to see the continued on going maintenance and development of the environment to ensure that it is suitable for the needs of the tenants who live there.

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

There are no outstanding recommendations.

Inspection and grading history

Date	Type	Gradings								
28 Mar 2018	Unannounced	<table border="0"> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>5 - Very good</td> </tr> <tr> <td>Management and leadership</td> <td>5 - Very good</td> </tr> </table>	Care and support	5 - Very good	Environment	Not assessed	Staffing	5 - Very good	Management and leadership	5 - Very good
Care and support	5 - Very good									
Environment	Not assessed									
Staffing	5 - Very good									
Management and leadership	5 - Very good									
8 Feb 2017	Unannounced	<table border="0"> <tr> <td>Care and support</td> <td>4 - Good</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>4 - Good</td> </tr> <tr> <td>Management and leadership</td> <td>4 - Good</td> </tr> </table>	Care and support	4 - Good	Environment	Not assessed	Staffing	4 - Good	Management and leadership	4 - Good
Care and support	4 - Good									
Environment	Not assessed									
Staffing	4 - Good									
Management and leadership	4 - Good									

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