

Loch Arthur Community Housing Support Service

Beeswing
Dumfries
DG2 8JQ

Telephone: 01387 259669

Type of inspection:

Announced (short notice)

Completed on:

8 February 2019

Service provided by:

Loch Arthur Camphill Community Ltd

Service provider number:

SP2012011904

Service no:

CS2012310845

About the service

Loch Arthur Community is a combined housing support and support service which provides support to a maximum of 29 adults with learning difficulties who live within Loch Arthur Community.

The service provider is Loch Arthur Camphill Community Ltd who registered with the Care Inspectorate on 1 October 2012.

Loch Arthur is a working community; at the time of the inspection this included 28 people with learning difficulties. There are nine houses in which, altogether, more than 70 people live. This includes long term co-workers and co-workers who come to live and work there for periods between six months to a year. There are a small number of paid employees who live locally.

Loch Arthur Community is set in a large estate at Beeswing which is a short drive from the centre of Dumfries.

Loch Arthur Community has seven houses that are supported tenancies: an organic farm; a large productive garden; a creamery, producing cheeses and other dairy products; a bakery; a butchery; craft based workshops, including weaving; and a thriving organic farm shop and café. A number of awards have been attained for Loch Arthur Community produce which is sold both locally and online.

The service aims and objectives include:

We are committed to the fulfilment of the individual through a diversity of relationships and activities which create authentic social integration.

The belief that the most important help we can give or receive is through friendship and genuine interest which recognises our common humanity.

The belief that it is possible to create a way of life in which through sharing and working together we do not experience the differences between people as a cause of division or anxiety.

What people told us

Prior to the inspection, we issued care standards questionnaires. Ten were completed and returned by relatives on behalf of people supported at Loch Arthur. These told us that people were very happy with the quality of care and support provided by Loch Arthur Community.

We attended and participated in Loch Arthur Family Day prior to the inspection. We met and spoke with a number of people at this very well attended event.

During the inspection, we visited people within their homes and their work places. We spent time with people individually and also within small group settings. People told us they liked living at Loch Arthur, they told us they had lots of friends at Loch Arthur and they enjoyed the work they carried out.

People told us:

"This is the best service for my son".

"I like living at Loch Arthur".

"My brother is a well established member of the community and he is happy there".

"Loch Arthur provides a safe and compassionate home where our daughter is treated with dignity and respect. Living in the community, alongside her peers and support workers enables her to enjoy a good quality of life, living together with a shared purpose, taking part in community and individual activities, and offering opportunities that enable her to become a more confident person".

"I have lots of friends here".

"New carers are given complete details about the needs of each person they will be looking after so continuity of care is not compromised".

"The relaxed atmosphere is very beneficial to a lot of the people who live there".

"Loch Arthur Community continues to be a supportive, fulfilling and safe place for my brother to live and thrive".

"I like helping on the farm".

"(name) relishes her involvement in the daily routine of the house and Community, her sense of self-worth is clearly enhanced by her contribution and her enjoyment of the many and varied social and recreational activities in a caring, friendly and secure environment is most heartening".

"I like this house and my bedroom, my family come here and visit me".

"My sister is always treated with respect and dignity, she is regularly consulted with on her needs and wishes but also encouraged to respect other people's needs throughout the community".

"The care and support is excellent, the place is wonderful and we could not wish for our son to be anywhere better. Everyone is helpful and caring; it is like an extended family. We feel we can ask them anything at any time".

"We have seen that all members of the community are treated as individuals, with respect and sensitive, sympathetic care and support for their diverse needs and situations, and are valued as equal and contributing members of the community".

Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of staffing	6 - Excellent
Quality of management and leadership	not assessed

What the service does well

Loch Arthur continued to provide excellent care and support to the people who were supported within their community.

We found people were supported to get the most out of life. Loch Arthur Community had an enabling attitude and believed in people's potential. Active participation was embedded in the ethos of Loch Arthur Community and everyone had meaningful roles and responsibilities. Loch Arthur is a very successful social enterprise and people worked in all areas including the farm, creamery and bakery as well as contributing to the usual daily housework of cooking and cleaning.

Support plans were in place which described how best to meet people's needs; these included risk assessments to support people to take positive risks. We were confident that people's needs, as agreed within their plans, were being fully met and people's wishes and choices were being respected.

People were empowered to be as independent and in control of their life as they wanted or could be. This ranged from people making their own decisions, independent travel throughout the estate and beyond to some people taking some control over their medication. Review meetings with people supported and their family members took place to ensure people continued to experience the care and support they required to meet their physical and emotional needs.

During the inspection, we spoke with people who told us they could choose to take part in a range of recreational, social, creative and physical activities within Loch Arthur estate or the wider community. People told us about celebrations with music and dancing within the 'Hall' and canoeing on the Loch. People also shared their experiences of trips to the city to watch a show at the theatre, visit the museum or to support their football team.

People experienced high quality care and support; this was due to it being provided by a stable and consistent team who knew people's needs very well and who all worked well together.

Due to people living and working together, any changes to people's health and wellbeing were noted at an early stage. People were supported to access health and social care services to keep physically and mentally well.

Throughout the inspection, we found people to be friendly and kind. We observed people being listened to and given time to communicate at their own pace. People were treated with dignity and respect and were seen to be relaxed and comfortable in each others company. We found people were accepted and valued and their human rights were protected and promoted. Good contact with others ensured opportunities for social participation which reduced the risk of people becoming isolated.

There was an open culture within Loch Arthur Community and we found communication to be very good. Shared mealtimes and house meetings gave opportunities for regular conversations on how people were feeling, to raise concerns, share ideas or plan activities and holidays.

We found co-workers and staff members had been appropriately and safely recruited prior to joining Loch Arthur Community and received a detailed induction and training.

People supported were recognised as being experts in their own experiences, needs and wishes. We were very impressed to hear how people supported were meaningfully involved in the induction process of co-workers, sharing with them their needs and the help they required. This assisted in the building of trusting relationships so support was given and received in a way that people felt at ease with.

Co-workers and staff members told us they felt very well supported within Loch Arthur Community. Regular meetings with an allocated contact person offered additional one to one support.

Co-worker exit questionnaires provided valuable feedback on their experience at Loch Arthur Community which we found to be very positive. Improvements identified were acted on, which included supporting co-workers to be physically and mentally well.

Tenants meetings took place. Annually an external facilitator from outwith the community was invited to facilitate the meetings. This created an atmosphere of neutral facilitation where people were given the opportunity to share their opinions and experiences of living and working within Loch Arthur Community.

Prior to the inspection, we attended Loch Arthur Community's annual Family Day. We found this to be an excellent full day event which was extremely well attended by people supported and their family members, some families travelling a considerable distance to be part of the day.

The day provided an opportunity to share information, celebrate the history of Loch Arthur Community and discuss the future. We found this to be an excellent example of collaborative working. People participated in discussions and contributed their thoughts on how to improve and carry the community forward in a sustainable way.

What the service could do better

Although support plans and guidance notes were in place, we made suggestions on how documentation could be further improved to assist with the recording and auditing of information.

The service provider should review their training records to ensure that co-workers and staff attend updated training on required subjects, including those discussed at inspection. This is to ensure people are trained, competent and skilled and able to reflect on their practice and follow their professional and organisational codes.

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
20 Feb 2018	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing Not assessed Management and leadership 6 - Excellent
30 Mar 2017	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent Management and leadership 6 - Excellent
21 Mar 2016	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent Management and leadership 6 - Excellent

Date	Type	Gradings	
17 Mar 2015	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 5 - Very good 6 - Excellent
20 Mar 2014	Announced (short notice)	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 5 - Very good 5 - Very good

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