

# Clannalba Care Home Service

Clannalba House  
Edinburgh Road  
Lamington  
Biggar  
ML12 6HP

Telephone: 08453 009272

**Type of inspection:**

Unannounced

**Completed on:**

19 February 2019

**Service provided by:**

Scottish Autism

**Service provider number:**

SP2003000275

**Service no:**

CS2003001385

## About the service

The service has been registered since 2002 and is provided by Scottish Autism.

The service had recently changed their name to Clannalba as they no longer provide a respite service. The service now offer long term residential care.

The main house had been refurbished and provided support for six people. An additional four places are provided in chalets.

The aims of the service are;

- To identify the range of long term supports that the individual may require.
- To develop a shared vision for the individual's future.
- To clearly develop a plan of action for achieving the vision.
- To provide the environment and level of support which enable the person to continue to develop their skills and coping strategies.

## What people told us

We found it difficult to speak with people using the service due to communication difficulties. We observed interactions of people using the service and staff supporting them. We found very good relationships and people treated with patience and compassion.

## Self assessment

We did not ask the service to submit a self-assessment before inspection.

## From this inspection we graded this service as:

<b>Quality of care and support</b>	5 - Very Good
<b>Quality of environment</b>	not assessed
<b>Quality of staffing</b>	5 - Very Good
<b>Quality of management and leadership</b>	not assessed

## What the service does well

Clannalba provides support at a very good level.

We observed the interactions of people who lived there and staff as they supported them. We could see relationships had been built despite the short time some people had stayed there. It was clear staff had worked hard to get to know the person and how they preferred their support to be carried out. We observed people treated with dignity, respect and given time to make choices.

There was clear evidence of team meetings held prior to a service user transitioning to their own self-contained flat within the main house. The meeting minutes showed the care plan and risk assessments were reviewed after the individual had moved into their new home as this highlighted any areas that needed to be updated.

The meetings discussed ways to support the person to move with as little disruption as possible and showed good involvement by members of the team. This had resulted in a smooth transition which had reduced the anxiety this move may have triggered.

People using this service had a small team to allow relationships and trust to be built which seemed to be working well. As a result of this people who lived there seemed comfortable in staff's company and there was easy chat and lots of laughter.

People who used this service had lots of opportunities to take part in their chosen activities and were regularly out and about in their local community. A large garden provided outdoor space for people to sit or walk around. This provided very good outcomes for people and benefitted their health and well-being.

Support plans provided staff with clear guidance to work in a consistent way which was important to people who needed structure and stability in their daily life. The plan clearly showed how to promote and encourage independence and we observed this taking place during inspection.

Detailed risk assessments contributed to keeping people safe. These were reviewed regularly to ensure they remained appropriate to meet individual needs.

Staff were safely recruited with all the checks we would expect in place. We spoke with staff who told us about their induction on joining the service. They told us of a high quality induction that they all felt had provided them with the knowledge and skills they needed to safely support people living there. Staff felt supported through this time and told us that support continued with senior staff always available to speak with.

## What the service could do better

Some parts of the support plans referred to the National Care Standards. However new Health and Social Care Standards had been introduced in April 2018 and we would expect to find these being used. We were assured by the regional manager that these changes would be put in place.

## 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](http://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 Apr 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
27 Apr 2016	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
13 Apr 2015	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
18 Apr 2014	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good

Date	Type	Gradings	
		Management and leadership	4 - Good
29 Jun 2012	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
20 Jun 2011	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
28 Jan 2011	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
5 Jul 2010	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
8 Mar 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
21 Sep 2009	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	5 - Very good
25 Mar 2009	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	Not assessed
6 Nov 2008	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	5 - Very good

Date	Type	Gradings	
		Management and leadership	5 - Very good

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