

# Dunmuir Park Respite Unit Care Home Service

The Rowans  
11-12 Dunmuir Park  
Castle Douglas  
DG7 1LP

Telephone: 01556 504343

**Type of inspection:**

Announced (short notice)

**Completed on:**

26 March 2019

**Service provided by:**

Dumfries & Galloway Council

**Service provider number:**

SP2003003501

**Service no:**

CS2007147639

## About the service we inspected

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com)

Dunmuir Park Respite Unit is registered as a residential care home service providing short breaks and respite to a maximum of three adults with a learning disability and/or physical disability.

The service was previously registered with the Care Commission on 7 August 2008 and transferred its registration to the Care Inspectorate on 1 April 2011.

At the time of the inspection, one person was being supported by the service.

The service is known locally by people supported, carers and staff as The Rowans and is provided from a modern bungalow situated next to Dunmuir Park Housing Support Service. Although they are located together, they are two separate services.

The service is located close to Castle Douglas town centre and local amenities, providing accessible ground floor accommodation for three people. It comprises of three en-suite bedrooms, two large open plan lounge/kitchen areas and staff sleeping accommodation. The accommodation has the facilities to run as two smaller self-contained units. It is well maintained throughout with an enclosed garden.

The registered manager has an office base within the Dunmuir site. The senior support co-ordinator co-ordinates the day-to-day running of The Rowans and manages the small staff team.

The aim of the service is to provide short breaks and respite care which is person-centred and enables people to be as independent as they can, acknowledging people as individuals with rights, views and opinions.

## How we inspected the service

We completed a short notice inspection; we informed the NHS team leader of the inspection the day prior to the inspection commencing. The follow up inspection was a more focused inspection to follow up the requirement and recommendation made at the previous inspection which took place in July 2018. One inspector carried out the inspection on Tuesday 26 March 2019, feedback was provided to the NHS team leader and registered manager at the end of the inspection.

During the inspection, we gathered evidence from various sources. We spoke with staff members and one person who was accessing the service at the time of the inspection.

## Taking the views of people using the service into account

We spoke with the one person who was staying at The Rowans at the time of the inspection. They told us they thought the service was alright; they were happy to spend time at The Rowans and liked the staff.

## Taking carers' views into account

We did not speak with carers at this inspection.

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

### Previous requirements

#### Requirement 1

The service provider must ensure staff who require to be registered with the Scottish Social Services Council (SSSC) do this within timescales set and monitor this effectively.

This is in order to comply with SSI 2011/210 Regulation 9(1) Fitness of employees.

Timescale by: 3 August 2018.

This is to ensure care and support is consistent with the Health and Social Care Standards which states:

"I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes" (HSCS 3.14).

**This requirement was made on 13 July 2018.**

#### Action taken on previous requirement

The service provider had developed a SSSC Registration Requirement Protocol for all staff to be aware of the importance of registration and the implications if they are not registered and the consequences of any failure to comply with conditions of registration.

Applying to register with the SSSC was now included as part of new employees induction. There was now an increase in the number of senior staff members who could endorse SSSC documentation to avoid unnecessary delays in the process.

The service had developed a database to record and monitor staff's applications, date of registration and any conditions attached to their registration and the date when these had to be completed by.

At the time of the inspection, the manager was able to produce an up to date record of staff's SSSC registration status. We were able to check this with the Scottish Social Services Council records which confirmed that all staff were now appropriately registered.

**Met - within timescales**

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

### Previous recommendations

#### Recommendation 1

The service provider should make sure staff are supported through regular supervision to identify areas of support and improve practice. This should include observed practice and competency checking.

This is to ensure that care and support is consistent with the Health and Social Care Standards which states:

"I experience high quality care and support based on relevant evidence, guidance and best practice". (HSCS4.11).

**This recommendation was made on 13 July 2018.**

#### Action taken on previous recommendation

The service provider had introduced a new supervision template and guidance for staff which had been shared. The staff restructure was now complete and staff were within their new roles. Staff had clear roles and responsibilities; for some staff, this included providing supervision.

A supervision plan was in place and the frequency of supervision had increased. Improvements were noted in the topics discussed and the recording of supervision notes.

Staff we spoke with confirmed that supervision was now taking place on a more regular basis.

Due to a staff shortage, the service capacity had been reduced for a number of months. As the staff team increases, we will expect one to one observations on staff practice and competency checks to be completed. We will monitor the progress of these at the next inspection.

This recommendation has 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).

### Enforcement

No enforcement action has been taken against this care service since the last inspection.

## Inspection and grading history

Date	Type	Gradings
13 Jul 2018	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 3 - Adequate Management and leadership Not assessed
9 Oct 2017	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
27 Jul 2016	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership Not assessed
31 Jul 2015	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
17 Nov 2014	Announced (short notice)	Care and support 4 - Good Environment 4 - Good Staffing 3 - Adequate Management and leadership 4 - Good
8 Jan 2014	Announced (short notice)	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
6 Feb 2013	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 4 - Good Management and leadership 3 - Adequate
20 Jan 2012	Unannounced	Care and support 3 - Adequate Environment Not assessed Staffing 3 - Adequate

Date	Type	Gradings	
		Management and leadership	Not assessed
6 Jan 2011	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed Not assessed Not assessed
16 Sep 2010	Announced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good
8 Jan 2010	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 3 - Adequate 3 - Adequate
2 Jun 2009	Announced	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate 3 - Adequate 3 - Adequate

## To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at [www.careinspectorate.com](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

Find us on Facebook

Twitter: @careinspect

## Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.