

Rowantree House Care Home Service

Isle of Benbecula

Type of inspection:

Unannounced

Completed on:

9 March 2019

Service provided by:

Comhairle Nan Eilean Siar

Service provider number:

SP2003002104

Service no:

CS2013315018

About the service

Rowantree House provides residential respite to young people aged between zero to 18 years. The service provider is Comhairle Nan Eilean Siar. The service can provide a care service to a maximum of one child at a time. At the time of the inspection one child was accessing the service.

The service operates from a single storey building in a quiet residential area in Balivanich on the Isle of Benbecula. There is a lounge, large kitchen/dining area, two staff bedrooms, and one en suite bedroom for the use of young people. The property benefits from an enclosed garden.

This has been registered since 23 October 2013.

What people told us

We met the young person on two occasions during the inspection. They were unable to verbalise their opinions about the service due to their additional needs. However, we were able to observe staff, who were very able and responsive to their needs. The young person was extremely comfortable in their care.

We also interviewed the young person's family who indicated that they were very satisfied with the service. They indicated that the transition was extremely thorough. Communication was very good with the service, keeping in touch with regular feedback of how the respite had undergone but also regular contact for planning for future respite.

Self assessment

We did not request a self assessment prior to the inspection of the service. The service was able to present a range of material which showed the development of the service in the last year.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	4 - Good
Quality of staffing	5 - Very Good
Quality of management and leadership	4 - Good

What the service does well

We examined the quality of care and support, quality of environment, quality of staffing, and quality of management and leadership during this inspection. The service was an extremely small service for one individual young person with additional needs. We found that the service was delivering high standards to the young person and their family. Interviews with the family indicated that they were very satisfied with the overall service that they received.

The service had developed a comprehensive personal plan. We found that they had fully integrated the wellbeing indicators and also the Health and Social Care Standards (HSCS). The young person's family had been fully involved in collating and creating their personal plans. We gave the provider some advice around further

developing their recording methods to ensure that the recording reflected the targets and goals that the young person was working on. The plans fully incorporated individual risk assessments and behaviour management plans which had appropriate strategies that were put in place to ensure that the young person was safe. Comments from the young person's family indicated that they felt that their child was very safe and well cared for by the support staff.

The family experienced an outstanding seamless transition to using the service. This involved many meetings with the family and also observation of the young person's routines prior to attending the service. This resulted in the young person having successful visits to the service and very good experiences when they attended. The service was commended on such a well planned and responsive transition.

The young person was actively involved in the day-to-day choices within the service. We found that they were given the opportunity to carry out simple tasks around the home and were fully involved with their support staff. This type of interaction made the young person very comfortable in the care home environment. All aspects of the service were focused on the young person's preferences, whether this was meals or activities. The young person had a high standard of individualised care which took account of their personal preferences and the routines that they were familiar with and experienced at home.

The young person's health needs were well organised and supported. The care home was well situated and there was access to community health professionals very close to the service. The service had comprehensive procedures to manage and administer medication. Staff had a good knowledge of the systems in place and were well supported by the registered manager.

Staff were found to be well motivated and understood the young person's personal interests and needs. We found that the young person was encouraged and supported to be physically active while at the service. There were visits to the beach and also to go to the local swimming pool, both activities were particular favourites for the young person. The service was located in a very rural location but staff stated that they tried hard to encourage the young person to take part in community activities when these were available.

All accidents and incidents were recorded appropriately. There was also a robust system in place to ensure that all maintenance repairs were carried out rapidly.

The service had invested in a range of training activities, ensuring that all staff had the necessary skills to support the young person. There had been extensive investment in support and supervision, with all staff receiving individual support and regular meetings to discuss how respite had been and also planning for the next period of respite. These were very valuable and allowed staff to be reflective practitioners. We were impressed with the commitment and enthusiasm of staff to provide continuity of care for young people with many examples of staff going the extra mile to support the young person and their family. It was very clear that staff and the family had developed very good working relationships with mutual respect and excellent communication between them. This relationship helped ensure that the young person had the best possible outcomes when at respite.

The environment was found to be mostly homely, clean, and comfortable. There was a high standard of personalisation of the young person's room and it was evident that the service had done this in preparation with the family, getting the room extremely comfortable for the young person. We look forward to seeing similar investment in the public and outside spaces within the service.

What the service could do better

We had a discussion with the manager about further development of care planning and also daily recording to ensure that these are both SMART (specific, measurable, achievable, realistic, and time-bound).

There was a need for the service to continue to develop the public spaces to ensure that they were homely.

There was need to ensure that there was regular checks for both electrical appliance testing and water testing.

The manager should ensure that young people and their families have access to a range of methods to evaluate and provide feedback or comment on the service they receive. These should inform a clear development plan for the service.

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	
19 Feb 2016	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
26 Jan 2015	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

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