

# Treddinoch

## Care Home Service

33 Slamannan Road  
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FK1 5NF

Telephone: 01324 670232

**Type of inspection:**

Unannounced

**Completed on:**

7 June 2019

**Service provided by:**

Voyage 1 Limited

**Service provider number:**

SP2004005660

**Service no:**

CS2003011572

## About the service

This service registered with the Care Inspectorate on 1 April 2011.

Treddinoch provides a care home service to a maximum of 8 adults with learning disabilities. It is in a residential area of Falkirk with access to transport links and local facilities.

The stated aims and objectives of the service are:

"We aim to support people who live in Treddinoch to reach their full potential, achieve their goals and lead a full and happy life."

At the time of inspection there were seven residents living at Treddinoch.

## What people told us

The people who lived at the home, and their relatives, told us how happy they were with the care and support that was provided. Comments included:

(The manager) "is a very good listener".

"I really like the staff and the meals that I have".

"I enjoy living here".

"The staff are nice to me."

"Staff are kind and helpful".

"I think it is wonderful".

"Exceptional care".

"Transformational".

"Superb".

"From my experience I think the care provided at Treddinoch is second to none".

"I cannot speak highly enough of the staff at Treddinoch, all staff are friendly and welcoming when I visit".

## From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	6 - Excellent
How good is our leadership?	not assessed
How good is our staffing?	not assessed
How good is our setting?	not assessed
How well is our care and support planned?	6 - Excellent

Further details on the particular areas inspected are provided at the end of this report.

### How well do we support people's wellbeing?

**6 - Excellent**

People experienced extremely warm, respectful, and compassionate care and support. The setting was very friendly and relaxed and this meant people felt very safe and secure and saw Treddinloch as being their home. We observed really positive relationships between people and their workers whose aim was; "to bring happiness to the people we support". In our view, and from what other people involved with the service told us, they had made a tremendous difference to the quality of life for everyone they supported.

The service had an 'active support' ethos and this meant that they encouraged and supported people to do as much as they could for themselves and to become as independent as possible. They also had the opportunity to learn new skills and have much more choice and control over their lives. We saw people having the confidence to go out and about in their local community as independently as possible and this had led to many positive outcomes for them. For example, someone had joined a local football team and had learned a new bus route to access the activity. Others went out independently to do their personal shopping or to go to local cafes and restaurants.

People's health and wellbeing really benefited from the care and support they received. The service was extremely proactive, and understanding, about mental health needs and this approach had led to a significant reduction in people's anxiety levels and a big decrease in them requesting 'as required' medication as a result. In addition, any health concerns were acted upon straight away and people were helped to use relevant screening and healthcare services. This meant the service was alert and responded to any signs of deterioration in people's health and wellbeing.

The service had recently supported someone who had required end of life care and had expressed their wish to spend their last days at, what they called, their home. The service worked very closely with the family, medical professionals, and local hospice to ensure that this could happen. This meant that the person was cared for by people they knew, and that they experienced consistency and continuity which was a great comfort for them and their family.

Overall, people were being supported by a service that was absolutely committed to providing excellent care and support. They achieved this through a combination of support based on relevant evidence, guidance and best practice and with a level of compassion that showed that they really cared about improving the quality of life for each individual.

## How good is our leadership?

This key question was not assessed.

## How good is our staff team?

This key question was not assessed.

## How good is our setting?

This key question was not assessed.

## How well is our care and support planned?

**6 - Excellent**

Support plans provided very clear and detailed information about the needs of the person and how to best support them to achieve their potential. For example, there were practical support guidelines on effective communication methods, emotional and behavioural support, and comprehensive strategies on how to support people with specific conditions such as autism and dementia.

In addition, the service was very proactive at assessing people's future care and support needs. They worked very closely with families and the relevant health professionals, and workers were able to enhance their knowledge and skills in order to meet both the current and future needs of the people they supported. For example, workers were very positive about their autism training and how this had positively impacted on the support that they provided. They also had a dementia training plan in place to ensure that, as a service, they were knowledgeable about how to support people who had, or might develop, dementia. Therefore, people were being supported and cared for sensitively by people who anticipated issues and were aware of and planned for any known vulnerability.

Review meetings took place regularly and involved the supported person and the key people in their lives. The review template was very person centred and asked important questions such as:

- To stay healthy and safe what is important now?
- What is working/not working?
- What is important for the future?

In addition, each review produced an action plan that detailed the key outcomes and actions with who was responsible and proposed date of completion.

For people who had more recently begun to be supported by the service there was a real emphasis placed on the importance of getting the transition right. This included the person being able to visit the service and meeting the people who lived there, and their workers, before deciding if it was suitable for them. After moving in, there was a clear transition timeline with regular input from the supported person about how they were feeling as well

as time spent seeking the views of their relatives and other key people in their lives such as social workers and health professionals.

## 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).

## Detailed evaluations

How well do we support people's wellbeing?	6 - Excellent
1.1 People experience compassion, dignity and respect	6 - Excellent
1.2 People get the most out of life	6 - Excellent
1.3 People's health benefits from their care and support	6 - Excellent

How well is our care and support planned?	6 - Excellent
5.1 Assessment and care planning reflects people's planning needs and wishes	6 - Excellent

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