18 West Park
Care Home Service

Inverbervie
Montrose
DD10 0TT

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Type of inspection:
Unannounced

Completed on:
17 June 2019

Service provided by:
Cornerstone Community Care

Service provider number:
SP2003000013

Service no:
CS2003000278

About the service

This service registered with the Care Inspectorate on 1st April 2002.

The care home operates in a spacious domestic standard accommodation situated in a quiet residential area in the North east coastal town of Inverbervie. It provides support to four adults with a learning disability and associated conditions.

The service states that it aims to encourage service users to become as independent as possible and to encourage active participation, through informed choice and by treating people as individuals.

What people told us

Before our inspection we sent out care standard questionnaires, people indicated that they were very happy with the service. We spoke with people during our inspection and they told us that they were happy and that staff were supporting them well. Some people had difficulty in communicating but we could see from our observations that they were happy at West Park.

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?	5 - Very Good
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?	5 - Very Good

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

How well do we support people's wellbeing? 5 - Very Good

We found the service to have a very comfortable, homely atmosphere. People were happy to see us and were excited to tell us about the things they had achieved and their plans for the future.

We saw that the environment was clean, tidy and well organised. Regular checks were being made to ensure that the building and contents were in good condition with repairs being carried out where necessary. This

contributed to people's well-being and they could be confident that their health and safety was being properly considered.

People were very comfortable in their surroundings and moved freely throughout the building, including the kitchen area where they had access to snacks and drinks if they wished. It was clear that they considered it their home and staff were very respectful of this. We saw that people had been involved in decorating their own rooms in a way that reflected their personalities. There was a large, private outdoor space that people could use if they wished. We were impressed with the plans for the improvement of the garden space to make it into a sensory garden which would be easily accessible for all. We saw that the people living at the service had been involved in generating ideas and planning for the garden. People were very proud of what was being achieved and were able to tell us how they had taken part in the design.

It is important that people be able to participate as a citizen in their local community in the way that they want. This helps people feel included. People were living very active lives, they were participating in a variety of occupational and social events in both their local community and further afield. They told us how they had been involved in fundraising activities for a planned sensory garden at their home. This contributed positively to people's feelings of confidence and wellbeing.

We saw that people moving in and out of the service were involved in the transition in a way that best suited their needs. Lots of information was gathered before any move to make sure that care and support was consistent. The provider involved people, their families and representatives in designing plans of care and support to ensure that care was right for them. As a result we saw that people were relaxed and very happy.

People could be confident that they would be supported to live healthy lives. The provider supported people to choose and make healthy meals, snacks and drinks. People told us that they were being encouraged to be physically active, they walked regularly and joined in with lots of physical activity. They told us that this also helped them stay happy and less anxious. We looked at people's health records and could see that they were attending regular health screening appointments and routine appointments with relevant health professionals. Staff were vigilant to changes in people's presentation which contributed positively to maintaining a good level of physical and mental well-being.

We were pleased to see that the service used inclusive communication for people who benefitted from this, while being mindful of those that may become anxious from being given too much information. We observed staff using sign language and symbols to support verbal communication, this meant that people felt included.

We evaluated this part of the service as performing at a very good level, the service demonstrated major strengths in supporting positive outcomes for people with very few areas for improvement. Those that do exist had minimal impact on people's experiences and outcomes and opportunities were being taken to strive for excellence.

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? 5 - Very Good

Personal plans should set out how people's needs, wishes and choices will be met and they should be involved in the design and delivery of their care and support. This is so that they experience high quality care that is right for them. When we looked at personal plans we could see that they were very person centred and contained lots of detail about the way in which people liked and needed to be supported so that they could have a good quality of life. We saw that people or their representatives were asked about what they liked and wanted to achieve, this contributed positively to care and support being responsive.

Personal plans were well organised with evidence of ongoing updates and reviews taking place. The provider involved the right people in reviews which meant that information was communicated to the right people and changes to care were not delayed. When we spoke with people living at the service, they were able to tell us the things that they were hoping to achieve and we saw that these were written in the plans and were discussed at reviews. This meant that care was responsive to an individuals changing needs and wishes.

When we spoke with staff they were able to tell us in detail how people should be supported, they were also able to tell us about positive behavioural support plans, risk assessment and management. When we asked staff about how they keep people safe and they were able to identify signs that may mean people were at risk, they were also able to tell us what they would do and who they would report concerns to. This contributed positively to care and treatment being safe and effective.

it is important that people are supported by the right number of staff and by staff that know them well, so that they can experience high quality and consistent care. We saw that where there were very few gaps in shifts but where there were, these were generally covered by the services own staff or from a pool of relief workers that were known to the residents.

People should expect that staff are trained, competent and skilled and that they are able to reflect on their practice. We looked at staff's records and saw that they were attending required training and took part in regular supervision meetings. We were pleased to see that the service followed best practice guidance in relation to people's medication and that staff received training and competency checks in this area.

People should experience a warm atmosphere where staff have good working relationships so that they can have confidence in the people who support them. We were pleased to see that staff continued to work hard to develop positive working relationships and improve communication throughout the team. We saw that they were keen to realise the importance of the individual skills and attributes of their colleagues so that they could deliver a quality service.

People could be confident that they would benefit from a culture of continuous improvement. We saw that the provider had a robust plan in place to which all staff and residents had contributed. Regular quality assurance

checks were being carried out across the service, which contributed positively to people experiencing a high quality of care and support that was right for them.

We evaluated the service as performing at a very good level. The service demonstrated major strengths in supporting positive outcomes for people. There were very few areas for improvement.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.1 People experience compassion, dignity and respect	5 - Very Good
1.2 People get the most out of life	5 - Very Good
1.3 People's health benefits from their care and support	5 - Very Good

How well is our care and support planned?	5 - Very Good
5.1 Assessment and care planning reflects people's planning needs and wishes	5 - Very Good

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