The Redwoods Caring Foundation - Oak View
Care Home Service
41 Reed Drive
Newtongrange
Dalkeith    EH22 4SW

Inspected by:          Donald Preston
(Care Commission Officer)

Type of inspection:  Announced

Inspection completed on:  30 September 2005
<table>
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<tr>
<th>Service Number</th>
<th>Service name</th>
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<td>CS2003015137</td>
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<tr>
<td>Donald Preston</td>
<td>Announced</td>
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<td>Care Commission Officer</td>
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<th>Inspection Completed</th>
<th>Period since last inspection</th>
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<tr>
<td>30 September 2005</td>
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<th>Local Office Address</th>
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<tr>
<td>Stuart House, Eskmills, Musselburgh, EH21 7PB</td>
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Introduction
Oak View is home to four adults with learning disabilities. It is a large ground floor flat in Newtongrange within walking distance of a local shop and leisure centre. Other facilities are five or ten minutes by car or bus.

The named manager for the service is Chris Townsend who also has responsibility for Ash Lea within his role and arrangement has been agreed between Redwoods Caring Foundation and the Care Commission.

The day to day management is carried out by the Team Leader, Jenni McNair Third.

Since January of this year the service has been operating with one vacancy. There are currently individuals looking at a possible move into this home. The staff are clear on the need to ensure the needs of the current service users are taken into consideration when deciding on who moves in to the house.

Basis of Report
The inspection was announced and carried out by Donald Preston, Care Commission Officer.

Prior to the visit the Care Home was sent a Pre-inspection Return form which was returned by the manager with detailed information about the service.

The home was also sent a Self Evaluation form.

The Care Commission Officer wrote to the care home confirming the date, time and standards to be inspected on the visit.

The inspection took into account the National Care Standards for People with Learning Disabilities. The standard inspected against on this visit were :-

1. Informing and deciding
5. Management and staffing arrangements
6. Support arrangements
7. Moving in
18. Supporting communication

During the visit which took place on 30th September 2005 the Care Commission Officer met and consulted with Jenni Mcnair Third, Team Leader.

The officer met three members of staff and had discussion with two of them.

On the day of the inspection, time was spent with all three service users at different points.

In addition to spending time with staff and users, the environment was observed, records checked, policies examined and interactions witnessed which all inform the content of this report.
Action taken on requirements in last Inspection Report
There were no requirement from the last inspection.

Comments on Self-Evaluation
The sell evaluation form was completed by the Team leader and obvious reference to the national Care standards had been made with strength of the service clearly identified,

View of Service Users
All service users were very positive in their comments about the support they receive from staff and that they enjoy staying at Oak View.

Two individuals talked about being aware that a new service user would possibly be moving in soon and hope that they could all get on together.

View of Carers
There were no relatives / carers present at the time of the inspection visit.
Regulations / Principles

National Care Standards

National Care Standard Number 1: Care Homes for People with Learning Disabilities - Informing and Deciding

Strengths

The service has a brochure and other relevant information that is made available to service users and their carers at the point of enquiry.

A copy of the Care Commissions inspection report is also available.

Areas for Development

The introductory pack does not include all the necessary information as detailed in the National Care Standards.

National Care Standard Number 5: Care Homes for People with Learning Disabilities - Management and Staffing Arrangements

Strengths

The service provider has comprehensive policies and procedures which are reviewed on a regular basis.

Staff are made aware of new policies and procedures through staff forums, the new policy & procedures folder and are required to sign to evidence that they have read them.

All staff receive induction and the necessary mandatory courses.

Protection of Vulnerable Adults training has been introduced this year and was delivered by the manager of this service.

The organisation has efficient recruitment and selection procedures and carries out all the necessary checks.

All staff stated there were no issues with staffing levels within this setting and service users also had one to one support at specific times from other care agencies which they greatly benefitted from.

The service has an annual programme of training which staff and managers can access.

One other member of staff has completed SVQ2, one is to commence SVQ3 shortly while the depute is progressing with SVQ4 in Care with a view to leading on to the Registered Managers Award.

The service provider has policies for restraint and medication and provides training for staff in the latter.
The service has clear procedures for supporting or managing individuals personal monies.

Areas for Development
None

National Care Standard Number 6: Care Homes for People with Learning Disabilities - Support Arrangements

Strengths
Support plans are well organised and comprehensive in their content.
They are reviewed on a regular basis and their was evidence that this was being carried out.
Service users with their personal plans and reviews and the service are looking to develop this further.

Areas for Development
None

National Care Standard Number 7: Care Homes for People with Learning Disabilities - Moving In

Strengths
The manager and staff, although not having a service user move in, in recent years relayed to the officer how they would approach this situation and how this would be individualised.
There would be visits, meetings, information and support provide which would be tailored to the individual.

Areas for Development
None

National Care Standard Number 18: Care Homes for People with Learning Disabilities - Supporting Communication

Strengths
The services of a speech and language therapist are available by referral and have been used for individual service users in the past.
The service and individuals have benefitted from psychologist and psychiatric support available within the area
Communications with families for all service users is on a regular basis. These are supported by keyworkers to make phone calls send, letters, and visit as often as possible or is appropriate.

**Areas for Development**

None
Enforcement
There has been no enforcement action taken by the Care Commission in relation to this service in the last twelve months.

Other Information

Requirements
None

Recommendations
The service provider should ensure that all the required information is included within the information pack.
Standard 1.1

Donald Preston
Care Commission Officer