

St. Vigeans Care Home Service

Millgate Loan
Arbroath
DD11 1QG

Telephone: 01241 873335

Type of inspection:

Unannounced

Completed on:

12 August 2019

Service provided by:

Priority Care Group Limited

Service provider number:

SP2003000048

Service no:

CS2003000388

About the service

St. Vigeans is a care home for adults with a learning disability. It is registered to provide support for 25 people.

The home is situated a short drive from the town centre of Arbroath, which has a range of shops, a train station and bus links. The home comprises of a large main house, with a smaller unit within the grounds, housing two people, living more independently.

The Care Inspectorate regulates care services in Scotland. Prior to 1 April 2011, this function was carried out by the Care Commission. Information in relation to all care services is available on our website at www.careinspectorate.com.

The service aims to respect residents' choice and individuality with a commitment to promoting the potential and independence of its residents. The service supports residents with a variety of activities based on individual needs and interests.

What people told us

Sixteen Care Standards Questionnaires (CSQs) were completed and returned to the Care Inspectorate prior to the inspection. Some of the people who use the services families had helped them to complete these and one had been completed by a member of the multi disciplinary team, 15 of the questionnaires indicated that people strongly agreed that they were overall very happy with the care provided and one agreed.

Comments included:

"I am very happy staff are good to me."

"Very very happy with all the arrangements and standard of care my daughter receives at St. Vigeans."

"I like speaking to staff."

"Mum and Dad helped me move into St Vigeans."

"If I felt scared or sad I would speak to staff and they would help me."

During the inspection we spoke with 10 people using the service directly and others in passing, we also spoke with two relatives and one professional, this is what they said:

"I am still working at the weekends, I am very busy always out, yes I am still happy living here but would like to move on at some stage."

"Everything is fine."

"I am very happy but I don't get on with everyone, I am being supported with learning road safety."

"X is very happy it was their choice to move there. X has come on 100% not just me who thinks so but also my husband and family, they have become far more independent, it's been good to see the progress."

"I was at the Scottish Parliament campaigning for better access to public transport for disabled people."

"All the staff are very nice, talk to me nicely and treat me with respect."

"We are very happy, between us the staff and I sort out any issues, they keep us up-to-date, I don't think there is any specific issues, very happy with St Vigeans, no complaints"

"I haven't witnessed any concerns with the way staff talk to people, they absolutely follow any guidance, our visits are limited and having staff who follow what we ask them to do is a godsend, we can see it in the progress X is making, they have helped with her rehab potential, it's early days but I can't fault them at all."

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?	4 - 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

People experience compassion dignity and respect. During the inspection we observed nice, warm and friendly interactions between staff and the people they were supporting.

People using the service told us that the staff were all nice and treated them with respect. This was confirmed by family members who told us that the staff were very respectful towards them and their loved ones, they felt that they were kept up-to-date about any issues and that staff had sought their views and opinions about how best to provide support to their loved ones.

Recording made by staff in peoples support plans was seen to be respectful in the language and tone used, they evidenced that the persons views were sought and support tailored to meet these. Importantly where possible people were encouraged to write their own plans and monthly reviews which gave a personalised account of how they wished to experience, and how they actually experienced the support from the staff to achieve their desired outcomes.

People get the most out of life. We saw that people were supported to participate in a wide range of activities, pursuits and learning opportunities based upon their likes and dislikes.

Some people living in the home had employment both paid and voluntary which they told us they enjoyed and made them feel valued. People were also supported to go to college.

There was a strong focus on promoting independence and the developing of or maintenance of daily living skills so people could have more control over their lives.

People were able to go on holiday if they wished, at the time of the inspection some had been whilst others were planning to go.

People were encouraged to have their say and this was done in a variety of ways such as menu choices, residents meetings, six monthly reviews, recruitment of staff and in staff appraisals.

Some of the people who lived in the home participated in an advocacy group both at a local and national level, and were involved in campaigns that were of interest to people with a learning disability.

Peoples health benefits from their care and support. People had their wishes re death and dying recorded in their support plans, this was an area of very good practice where staff in the service strove to ensure those wishes were met. We have seen in the past and recently that there was lots of evidence of how people had been supported to have a respectful, dignified and peaceful passing which relatives fully appreciated and were thankful for.

Staff received training so they could effectively support people with specific health conditions such as Epilepsy, Diabetes, Dementia, and palliative care.

Health records and discussion with professionals evidenced that staff supported people to have their physical, mental and emotional needs met. The staff in the service worked very closely with the multi disciplinary team and where appropriate families to achieve this.

People were encouraged to live an active and healthy lifestyle through engaging activities such as walking, swimming, the gym, and healthy eating. People told us they enjoyed these.

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?**4 - Good**

People should expect that their care and support plans are right for them, that they set out how their needs will be met as well as their wishes and choices. We found that support plans had been developed in a person centred manner and did contain a range of very good information that would help guide staff to support people in the way that they wanted. We saw that where possible, people who used the service continued to be supported to help write their plans which helped to make it very clear what was important to them and also helped to increase their confidence as individuals by having their views respected.

We saw that when we looked at support plans particularly for new people that there was lots of involvement of the person and their families, however in some that we looked at for people who had been living in the care home for a while when things had changed for the person this did not always lead to the support plan being updated.

Where support plans had been updated this sometimes led to a confused picture about how the person liked to be supported because older information remained side by side with new. In those instances where older information is no longer current then that part of the support plan should be re-written to make guidance clearer for staff.

Where people have more complex needs and who make choices which challenge conventional models of care, the support plans and risk assessments require more detail to guide staff better. The plans should also contain the views and guidance from the multi disciplinary team.

Where people make choices which could be perceived to have a negative impact on them. The impact of these choices and the support needed should be monitored and reviewed regularly to ensure the person is safeguarded but also importantly their rights to make these choices are protected, for example access to activities, how often do they participate, is there a risk of social isolation, if there is how is this to be managed, are there any health concerns because of the choices made by the individual. This information should all be used as part of the discussions held with all stakeholders to ensure there is a shared agreement about roles, risk management and responsibilities.

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?	4 - Good
5.1 Assessment and care planning reflects people's planning needs and wishes	4 - Good

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