

Castle Street Care Home, Living Ambitions Limited

Care Home Service

16 Castle Street
Rutherglen
Glasgow
G73 1DY

Telephone: 0141 647 0493

Type of inspection:

Unannounced

Completed on:

3 April 2019

Service provided by:

Living Ambitions Ltd

Service provider number:

SP2003000276

Service no:

CS2003001388

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services can be found on our website at www.careinspectorate.com

The service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Castle Street is a care home service provided by Living Ambitions Ltd, a national organisation.

Castle Street is located within a housing development in Rutherglen near the town centre. It is registered to accommodate nine people who have learning disabilities, which can include physical or sensory impairment. There were seven people living at the service at the time of this inspection.

Castle street aims to 'provide creative support, housing and lifestyle options enabling people to be in control of their lives and lead the life they want.'

The service is managed by a service manager, with two seniors and a team of support staff. There is also a domestic worker who maintains the communal areas. There is an external manager to provide additional support and guidance.

What people told us

'I love art and I'm supported to go to art classes'.

'I like it here the staff are very good'.

'I was supported to save up and buy a laptop'.

'I like my room it has my things and photographs'.

'I like to go to club and meet my friends'.

Self assessment

Self assessments were not required for this type of service in this inspection 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	5 - Very Good

Quality of care and support

Findings from the inspection

We graded the service as Good (4) under this theme.

People using the service had full and comprehensive support plans in place. These were person centred highly participatory and showed that the person had been central to the support planning process and the plans contained what they wished.

People's health needs and how these should be addressed were clearly identified. If the person needed to take medication, how this was identified and how the person was to be supported to take the medication in the manner the prescriber intended was clearly given. Medication administration was comprehensive and supported the people receiving the medication to be given them correctly.

The service has developed strong links with the external community and health supports.

We observed that relationships within the service were very positive and compassionate. Staff showed respect and worked to maintain the dignity of the residents. Residents told us they valued and liked staff.

The medication policy has been changed to ensure that mistakes are infrequent.

Reviews are taking place six monthly and residents have clear long term plans regarding their stay at Castle Street. One service user has already moved on to supported living.

The service has strong supportive links with external agencies and stakeholders. This has enabled the service to support unusually complex needs.

Service users have a forum to raise issues as a group and as individuals with their key workers.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 – good

Quality of environment

Findings from the inspection

We assessed the environment as being Good (4) in this inspection.

The environment is maintained well and there is a high standard of hygiene throughout the building.

Service users' personal spaces were personalised and we were told by the people living in the service that they liked their rooms and had chosen how they looked.

There are no ensuite facilities in the building and no capacity to provide same detracts from the quality of the environment. However, this is something that the service provider recognises and sees Castle Street very much as a transitional resource providing short to medium term accommodation.

We discussed some minor improvements, which the service had already begun to implement, to make the shared areas more homelike at feedback

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 – good

Quality of staffing

Findings from the inspection

We assessed that the service under this theme was 'Very Good'.

We came to this conclusion after examining how the staff were recruited and supported to provide the service to the people who lived in the service.

Staff were recruited safely with the service carrying out the procedures and checks which ensured that the people who were employed by the service were fit to do so. In addition people living in the service were included in the recruitment process and had a real say in who was to provide their support.

We saw that staff were given a formal induction which included shadowing and mandatory training before they were deployed to support people on their own. This training includes values, medication administration, food hygiene, moving and handling and protection.

Staff receive regular supervision, attend staff meetings, have direct observation of practice and annual appraisal to ensure that they are supported to remain effective in their role.

We spoke with and observed staff supporting the people living in the service and concluded that the staff had the right knowledge, skills and practice to effectively support the range of needs the residents needed support with.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 – very good

Quality of management and leadership

Findings from the inspection

We concluded that the management and leadership within the service was very good (5) at the time of inspection.

From the evidence we looked at we could see that there had been substantial changes put in place since the last inspections and these had a very positive outcome on how the service operated and we saw service users being supported well by confident and knowledgeable staff.

We saw that monitoring and checking (audit) of activities was well organised and the information gathered was being used to make improvements in the service.

Communication was good and well organised and there was a system of meetings, informal and formal supervision, direct observations and appraisals carried out which was monitored by the service manager.

There was a good use of delegation through assigning tasks to staff to undertake which were giving them appropriate challenges and fostering good staff development. The staff we spoke with were confident in their roles and spoke well of the support they received.

There were good systems for checking activities which had been carried out, for example; health and safety checks, maintenance and medication support, and how well this was being achieved.

The service manager was supervised and supported well by the external management team both individually and as member of the area services group.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 – very good

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

Requirement 1

The provider must ensure that the black mould in the shower room area is properly treated to remove the mould and spores and to prevent recurrence. We recognise that the service took immediate action when this was pointed out but a long term solution should be sought from the landlord. This is to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, Welfare of users

4. (1) A provider must make proper provision for the health, welfare and safety of service users.

This requirement was made on 22 August 2018.

Action taken on previous requirement

The service quickly had this issue attended to and has met the requirement to the letter. The landlord removed part of the ceiling, removed the mould and restored the ceiling. We saw records of how this was achieved along with timescales.

Met - within timescales

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

Recommendation 1

In order that the service improves the quality of its support plans the transference of the support plans to the new format should be completed.

This is to meet National Health and Social Care Standards

Responsive Care and Support

1.15 My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices.

2.17 I am fully involved in developing and reviewing my personal plan, which is always available to me.

4.11 I experience high quality care and support based on relevant evidence, guidance and best practice.

To be completed by 30 November 2018.

This recommendation was made on 21 August 2018.

Action taken on previous recommendation

The service has completed the care plan transition these are favourably commented upon in the body of the report.

This recommendation is met.

Recommendation 2

In order to ensure that people using the service are supported towards their own personal goals using appropriate resources the service should work on establishing clear long term outcomes for each person using the service. This should include (not exclusively) clear transitional plans including timescales.

This is to meet National Health and Social Care Standards

Responsive Care and Support

1.14 My future care and support needs are anticipated as part of my assessment.

1.15 My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices.

To be completed by 1 March 2019.

This recommendation was made on 21 August 2018.

Action taken on previous recommendation

The service has put in place clear guidance on the aims and objectives of Castle Street being transitional. This is now part of any conversation regarding planning for people residing or potentially residing in the service.

The service have had one person who has moved on to their own tenancy.

This recommendation is met.

Recommendation 3

To ensure that the support is right for each person using the service the service should develop how it assesses the suitability of potential residents in relation to their potential impact on the individuals already using the service. This should be in the form of a guidance document.

This is to meet National Health and Social Care standards.

Dignity and Respect

1.2 My human rights are protected and promoted and I experience no discrimination.

Compassion

1.8 If I experience care and support in a group, the overall size and composition of that group is right for me.

Wellbeing

3.20 I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities.

To be completed by 1st December 2018.

This recommendation was made on 21 December 2018.

Action taken on previous recommendation

The service have addressed this issue and are clear on what support the service can and cannot provide.

This has been met.

Complaints

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

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings
14 Aug 2018	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing Not assessed Management and leadership Not assessed
10 Aug 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
28 Mar 2017	Unannounced	Care and support 5 - Very good

Date	Type	Gradings	
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
1 Jun 2016	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	4 - Good
30 Jun 2015	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
7 Jan 2015	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
15 Jul 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate
25 Sep 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
28 Sep 2012	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
12 Dec 2011	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
26 Jan 2011	Unannounced	Care and support	5 - Very good

Date	Type	Gradings	
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
31 Aug 2010	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
3 Nov 2009	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
16 Jun 2009	Announced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
23 Jan 2009	Unannounced	Care and support	3 - Adequate
		Environment	2 - Weak
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
26 May 2008	Announced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

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