

Enable Scotland (Leading the Way) - Old Scapa Road Care Home Service

11 Old Scapa Road
Kirkwall
KW15 1GU

Telephone: 01856 871634

Type of inspection:

Announced (short notice)

Completed on:

12 August 2019

Service provided by:

Enable Scotland (Leading the Way)

Service provider number:

SP2003002584

Service no:

CS2003009108

About the service

Enable Scotland (Leading the Way) - Old Scapa Road is a care home registered for four adults with a learning disability.

The home is situated in a residential area of Kirkwall which is close to the centre of the town. The accommodation offers single bedrooms and two bathrooms which have been adapted and fully equipped to meet the needs of people with a physical disability. The spacious lounge and kitchen/dining area are brightly decorated and full of photographs and personal belongings.

There is a secluded garden area to the side and rear of the building. The garden has been planted out to offer easy access to shaded and sunny areas and outdoor garden furniture has been adapted to accommodate mobility equipment.

Enable is a membership organisation and states its mission as:

"We will campaign with our members to improve the lives of people who live with learning disabilities. We will work with our customers to create personalised services that reflect our values and enable customers to meet their goals."

The service has been registered since April 2002.

What people told us

The service currently supports two women who have complex support needs which include communication difficulties.

Prior to the inspection we sent out a sample of care standards questionnaires to the people using the service and their relatives/carers. We did not receive any completed questionnaires back.

Some of the comments we received from relatives/carers during the inspection included:

"We're certainly a lot happier this year than last year."

"Each of the girls are very different and [the staff] do very well to pick up their signals."

"What's lovely about here is that [the people using the service] are so well known - everyone comes out and chats to them when we're out down the street or at the community gatherings such as the Dounby Show and Stromness Shopping week."

"Staff are brilliant - we take our hats off to them."

"They [the people using the service] do so much...it exhausts me!"

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
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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

The care and support provided by the service was very good, demonstrating major strengths in supporting positive outcomes for people.

The staff displayed genuine warmth and compassion towards the two people using the service. Although neither resident could give verbal responses, we found staff could recognise the cues they gave and were able to respond appropriately.

There was a calm, relaxed atmosphere in the home. We felt the residents and staff clearly knew each other well and they were comfortable in each other's company.

Every room in the home was decorated in warm colour schemes and there were lots of photographs and personal belongings, clearly reflecting each of the people's characteristics and personal preferences.

Both residents appeared to lead very active lives and were enabled to maintain meaningful connections within their local community. Having their own cars significantly improved the range of activities the women could choose from and allowed them excellent opportunities to be physically active and to achieve their potential. These included attending Lifestyles Centre, swimming, sensory activities, shopping and frequently going out for meals.

During the inspection, the residents enjoyed their evening meal in a relaxed atmosphere in the sheltered garden. Shaded and sunny areas of the garden provided a tranquil setting, with adaptations to facilitate easy access.

Plans were in place for a summer holiday the following year.

People benefitted from a comprehensive health assessment based on good practice. Relevant screening and appointments were clearly documented.

A medication management system was in place which adhered to good practice guidance and we found these were reviewed regularly by the healthcare team.

One resident had been unwell last year. Staff told us that they had worked very closely with the wider healthcare team and the relatives and carers to alleviate anxiety and reduce distress over the period of illness. We found a comprehensive support plan in place, demonstrating that significant changes had been made to their care. Health passports had been devised so that in the event of an emergency scenario staff could relay each resident's healthcare profiles to appropriate medical staff.

The manager should review the system and methods of monitoring weight management. Weight should be measured in either metric or imperial measurements and results should inform any necessary dietary alterations.

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

The service was performing at a very good level and care planning demonstrated major strengths in supporting positive outcomes for people.

There was a strong ethos of person led care. We found the personal plans were tailored to the needs and preferences of each individual resident.

Support planning arrangements contained very detailed profiles of each resident and descriptions of their individual routines. As a consequence, people were supported consistently on a daily basis.

The support plans were written sensitively. They included very useful information to help staff understand some of their non verbal actions/needs. For example 'When I do/say this... it helps me if you...'

There was some excellent information to support residents if they felt anxious. We saw this used with very good effect and saw one anxious resident visibly relax with supportive compassion shown by staff.

Care reviews were undertaken within prescribed timescales and routinely updated. The outcome of this was that the support plans meaningfully reflected the current care and support needs of each resident.

Residents benefitted from comprehensive risk assessments which covered a wide range of potential and actual risks. As a result, people were safely enabled to take positive risks to enhance the quality of their lives.

Staff should continue with the development of the personal plans to ensure they consistently reflect the needs and choices of people using the service.

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	6 - Excellent
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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