

Seaforth House (Support Service) Support Service

Main Street
Golspie
KW10 6RH

Telephone: 01408 633730

Type of inspection:

Unannounced

Completed on:

9 August 2019

Service provided by:

NHS Highland

Service provider number:

SP2012011802

Service no:

CS2012307254

About the service

The service registered with the Care Inspectorate on 30 March 2012. The provider is NHS Highland.

Seaforth House Support Service provides day care for up to 16 people and operates four days each week.

The service is provided from within Seaforth House Care Home. The support service has its own dedicated room with plenty of resources. There is an area with comfortable seating and also an area for dining. The service is set in a lovely seafront position in the village of Golspie in Sutherland.

What people told us

We spoke with five people who used the service during the inspection. People told us they really enjoyed coming to Seaforth House and that they felt 'lucky to have a place like this'.

One person told us that they liked coming in to the support service and especially enjoyed some of the games like 'Uno' and 'play your cards right'.

Everyone we spoke with told us that the food was nice and there was always a choice.

One lady told us that she actually lived in the care home but she really enjoyed coming through to meet people from her local community and spend the day with them.

When we asked people what they enjoyed most about attending the support service we received the following comments:

- 'It's nice to come in and have a chat with different people'
- 'I really enjoy playing games and taking part in the quiz'
- 'I enjoy sitting with the lady next to me and having a chat'
- 'We are lucky to be able to come in to Seaforth House. We are treated well and the staff are very nice'.

We sent out ten care standard questionnaires prior to the inspection to gain people's views on the quality of the service provided at Seaforth House. We received five completed questionnaires back. The following are some of the comments included in these questionnaires:

- 'The staff who support me are friendly and knowledgeable and I am confident with every aspect of service they provide for me'
- 'I look forward to going each week and particularly enjoy the games and stimulation the staff work hard to provide'
- 'The service is providing outstanding care for my mother who has dementia. Without this service my mother would be unable to stay in her own home. She loves the company and the food is excellent.'

Other comments from our conversations are included in the body of this report.

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?	4 - 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?	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?

4 - Good

We found there were a number of important strengths which, taken together, clearly outweighed areas for improvement.

People should experience warmth, kindness and compassion.

When people arrived at the service they were welcomed in by staff. We observed people laughing and chatting and it was clear that the staff knew people very well.

There was a warm and relaxed atmosphere in the service. People were supported by staff in a kind and compassionate way. We could see that they were relaxed and comfortable to be there. We noted that people were called by their preferred name, which helps reinforce their identity.

We joined with people for a cup of coffee and they told us that the service was a happy place to be and that they enjoyed coming in. One person had also come through from the care home to join with people in the support service. She was made to feel very welcome and enjoyed socialising with people from her local community.

The staff supported people to make choices as to how they wanted to spend their morning. It was clear to see that staff had a very good understanding of people's different needs and abilities and these were taken into account when choices were made. During the morning activities we saw that staff interacted well with people. There was a high level of enjoyment and participation noted for the 'play your cards right' activity. People with communication difficulties were supported by staff in a way that enabled them to feel included and take part.

We looked at how staff planned activities for people and we saw that this was mostly on an ad hoc basis. People should be involved in the planning and evaluating of activities. Information gathered about people's interests and hobbies should be used to inform the provision of activities.

Regular evaluations should be carried out to ensure that the activities remain appropriate and meaningful and promote positive outcomes for everyone who attends the service. **(See area for improvement 1)**

We observed the dining experience and it was relaxed and unhurried. People told us the food was nice and there was always a choice. People were supported well and were offered drinks and snacks throughout the day.

People should be sure that their health needs are well met. We saw that people were supported to manage aspects of their health care needs while they attended the service and this was carried out very sensitively by staff. There was a system in place to manage people's medication, where this had been assessed as necessary. We found the records of this to be of a consistently good standard and were satisfied that the system was safe and effective.

Areas for improvement

1. People's views should be sought and information gathered about their interests and hobbies to support the planning of activities. People should have the opportunity to participate in activities both indoors and outdoors. The activity provision should be regularly evaluated to ensure that they remain appropriate and meaningful to everyone who attends the service. This will help promote positive outcomes for people and ensure that people are supported to make the most out of life.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that; 'I can choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day, both indoors and outdoors.' (HSCS 1.25)

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

We found there were a number of important strengths which, taken together, clearly outweighed areas for improvement. The strengths will have a significant positive impact on people's experiences and outcomes. However improvements are needed to maximise wellbeing and ensure that people consistently have experiences and outcomes which are as positive as possible.

People should be assessed by a qualified person, who involves other professional people, as required. Before people attend the service they have a full assessment carried out by their care manager. The manager uses the information from the assessment, along with the outcome from their own health type assessments, to enable them to develop a plan of care, which reflects people's needs and preferences.

People's care plans should be right for them because they set out how their needs will be met as well as their wishes and choices. People had a care plan in place and from the sample we looked at we could see that they contained some very person centred information. The care plans had a facility for staff to evaluate information on a regular basis and monitor whether outcomes for people were being met. However, we could see the staff were not always doing this. We could see from our observations that some people's health needs had changed, however, the care plan had not been updated to reflect the necessary changes to their care. Although we were satisfied that outcomes continue to be good for people, this could potentially affect this and may mean that the level of care people receive is not right for them. **(See area for improvement 1)**

People should be fully involved in developing and reviewing their care plan, which should always be available to them.

Staff had a review planner in place and there was evidence to support that people were offered a review of their care plan with a member of staff. Some of the people we spoke with confirmed that they had a recent review and found it a useful experience. We could not see any written evidence of the review and therefore, were unable to see whether any issues highlighted through this process had been followed up, or that the person's care plans had been updated as a result of this process taking place. To ensure that people's care and support continues to meet their needs and is right for them the manager should take action to ensure that the review process is meaningful and effective. **(See area for improvement 1)**

Areas for improvement

1. People should have a care plan in place, which reflects their health and wellbeing needs and how these are to be met with the support from staff. Care plans should be evaluated regularly to ensure that the level of care and support remains right for that person.

Each person should be offered a regular review of their care plan with family present, if appropriate. There should be a written minute of the review and where any issues are identified through this process, actions should be taken and the care plan updated to reflect any changes to people's care.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that; '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.' (HSCS 1.15) and 'I am fully involved in developing and reviewing my personal plan, which is always available to me'(HSCS 2.17).

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?	4 - Good
1.1 People experience compassion, dignity and respect	5 - Very Good
1.2 People get the most out of life	4 - Good
1.3 People's health benefits from their care and support	4 - 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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