

## 33 Malcolms Mount Care Home Service

33 Malcolms Mount  
Stonehaven  
AB39 2SR

Telephone: 01569 764856

**Type of inspection:**

Unannounced

**Completed on:**

19 July 2019

**Service provided by:**

Inspire (Partnership Through Life) Ltd

**Service provider number:**

SP2003000031

**Service no:**

CS2003000323

## About the service

33 Malcolms Mount is a small service provided by Inspire which is a large locally based voluntary organisation. It is registered to provide a care home service for up to four adults with learning disabilities.

The service is situated in a two-storey dwelling house with four single occupancy rooms. The service is set in a quiet residential area on the outskirts of Stonehaven. The accommodation is close to a bus route to and train station is within walking distance, giving access to all major towns and cities along the east coast.

Inspire state their purpose as:

"We support people in a variety of settings, from enabling individuals and their families to plan for current and future support needs using person-centred planning, to providing self-directed support to help people achieve their chosen outcomes".

The service has been registered since 2002

## What people told us

We sent out Care Standards Questionnaires (CSQs) before our inspection, overall from the CSQs, people indicated that they were happy with the service. We also spoke with people who use the service. They said;

" I am happy in my home"

"I go to lots of activities"

"Staff are nice"

"I like my room"

## 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?	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**

Since our last inspection there had been a fire in the building which meant that the residents had experienced a move into temporary accommodation over many months while building works were completed. We were pleased to see that people's day-to-day life appeared to be unaffected with the provider continuing to provide care and support in a person-centred way.

The provider had worked very hard improving services for people since our last inspection. A new assistant support manager post had been created and this contributed positively to people's overall experiences of care and support.

We observed warm and friendly interactions between staff and residents. People were having fun and laughing with each other. Staff were compassionate when dealing with sensitive situations and demonstrated that they had a very good working knowledge of the care and support of people with learning disability and dementia. This meant that people received a service that was right for them.

People could expect that their independence would be encouraged and promoted. The culture in the service was one of enablement, with people being supported to carry out activities through positive risk taking that would enhance the quality of their life.

Residents could enjoy a variety of activities in their local community and further afield. Some people attended day services, sheltered work placements, social activities, days out and longer holidays if that was what they wanted. The provider was respectful of changes in people's needs, where people's abilities were decreasing with age, people were able to reduce their activities if they wanted to, as a result care and support was responsive to changing needs.

It is important that people receive information in a way that they will understand. We were pleased to see that the provider had made progress with inclusive communication in the environment. This meant that people were more involved in making choices about their care and support.

We saw that there were regular resident meetings and people were being involved in making decisions about their home and social activities. This contributed to people feeling empowered and involved.

People could be confident that the staff would try to support them to get the most out of life with options to maintain, develop and explore their interests. Staff had taken time to look at people's interests from their past and develop new goals with them to work toward a more active life and healthy life. We felt that the work around this resulted in very positive outcomes for people.

All of the residents at the service were registered with a local GP and were supported to access specialist services as required. Staff were sensitive to people's presentation and this meant that if any changes were observed, people could be confident that they would be referred for treatment quickly. We were impressed with the plan of support around the management of a chronic health condition for one of the residents, when we spoke with staff they were able to demonstrate a good working knowledge of how to support this person to manage the condition and experience a good quality of life.

Residents were being supported to make healthy choices and a range of healthy snacks and drinks were available to access throughout the day if people wished. They were involved in meal planning, shopping and food preparation which resulted in people having a greater interest in their diet.

We evaluated the service as performing at a very good level. This means that the service demonstrated major strengths in supporting positive outcomes for people. There are very few areas for improvement, those that do exist will have minimal adverse impact on people's experiences and outcomes. Opportunities were being taken to strive for excellence in a culture of continuous improvement.

## 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 provider had invested a lot of time into organising and updating people's personal plans. This meant that information was relevant and up to date. We saw that the plans contained a great deal of information about people and how they preferred their care to be delivered and their wishes and hopes for the future.

People should expect that their care is well planned and that they know what is happening. The provider had in place individual timetables detailing people's activities and people were able to access them when and if they wished. This contributed positively to people's feelings of well-being and ensured that care was consistent.

Reviews of people's care and support happened regularly, with the right people being involved. The provider kept a good record of decisions that were made and who was responsible for completing agreed tasks. This contributed positively to people's care and support being uninterrupted as agreed actions could be acted upon without delay.

We saw that the provider had carried out some work in ensuring that care plans were in a format that individuals could understand and contribute to, further work is required around accessible information to ensure that people are meaningfully involved in the design and delivery of their care.

We found good risk assessment and management plans were in place, the plans were not restrictive but supportive of people taking positive calculated risks, enhancing their quality of life.

Supporting legal documentation was in place for people who were unable to make their own decisions or safeguard their own affairs. This meant that their rights were considered and upheld.

Quality assurance and improvement processes were happening across the service as a result people could be confident that they would receive a consistent level of service.

We saw that there was a consistency in the quality of record keeping across the services managed by the same team. This gave us confidence that in an emergency, staff could transfer and support between services with limited impact on the people living at the services.

We evaluated performance in this area as being of a very good quality.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://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?	5 - Very Good
5.1 Assessment and care planning reflects people's planning needs and wishes	5 - Very Good

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