

12 Carronhall Care Home Service

12 Carronhall
Stonehaven
AB39 2QF

Telephone: 01569 767207

Type of inspection:

Unannounced

Completed on:

19 July 2019

Service provided by:

Inspire (Partnership Through Life) Ltd

Service provider number:

SP2003000031

Service no:

CS2003000319

About the service

12 Carronhall is a domestic type property with four single occupancy bedrooms. The property is situated in a quiet residential area in the North East town of Stonehaven. The service is close to all local amenities.

The provider is Inspire who are a large locally based voluntary organisation. Inspire state their purpose as being; "to 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 1 April 2002.

What people told us

We sent out care standard questionnaires (CSQs) to people using the service. Overall people indicated that they were happy with the service they received. We also carried out observations during our inspection and concluded that people were satisfied with the care and support that they received.

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

We were pleased to see that everyone had worked hard since our last inspection to make improvements in the service. We evaluated the service as performing at a very good level. They demonstrated major strengths in supporting positive outcomes for people, with very few areas for improvement.

The service had a warm, welcoming and calm atmosphere. Staff were open, honest and friendly in their approach. We observed kind and encouraging interactions between staff and residents and saw that people

were being listened to with their wishes and views respected. This contributed positively to people feeling respected and valued.

People were being supported in a way that would promote their independence, staff supported and encouraged people to take part in household routines where they were able to. People were involved in setting tables and preparing meals, as a consequence people were more alert to and interested in what was going on in their home.

It is important that people experience a range of activities. The provider ensured that residents were living active lives by attending day services, work opportunities, social opportunities, enjoying days out and longer breaks away if this is what they wanted. Sometimes the provider organised small group outings with people from their other service, people appeared to enjoy this time together, this contributed to people living fulfilling lives. People knew what was happening as they had detailed timetables and were provided with information about upcoming events.

People were being involved in decisions made within the service by attending regular tenants meetings and being given the opportunity to discuss things with staff on their own if they wanted to. We were pleased to see that there was an increase in inclusive communication in the environment, this enhanced people's ability to make informed choices.

Everyone at the service had a GP and was supported to attend health screening appointments when necessary. The staff knew people very well and were alert to any changes in health or behaviour, this meant that they knew when people should be referred for assistance with health matters. The provider followed best practice guidance in relation to supporting people with their medication and this was regularly quality assured by senior staff.

There were healthy snacks and drinks available if people wanted, staff were good at advising people about making healthy choices and encouraging them to move more, this meant that people experienced ongoing health benefits from their care and support.

It is important that people are protected from harm. When we spoke with staff they were able to tell us how to keep people safe, recognise any concerns and who to report them to. We were impressed by the level of knowledge demonstrated by the staff team in relation to adult support and protection procedures.

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

Since our last visit the provider had created a new post of assistant support manager. This contributed positively to the quality of care and support that people received.

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, their wishes and hopes for the future. We saw that the service was sensitive to people's changing needs as they aged and recognised that some people wished to be less active and enjoy more time to relax. As a result people experienced consistent care that was right for them.

While we saw that goals were identified for people in their care plans, some goals were lacking in detail. Staff would benefit from some further training around goal setting for people. This was something that had been recognised by the provider and they were looking at training options for staff in relation to this.

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 evaluated performance as being of a very good quality. This meant that the service demonstrated major strengths in supporting positive outcomes for people. There are very few areas for improvement and those that do exist will have minimal adverse impact on people's experiences and outcomes. While opportunities are taken to strive for excellence within a culture of continuous improvement.

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?	5 - Very Good
5.1 Assessment and care planning reflects people's planning needs and wishes	5 - Very Good

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