

Dunn Street, Duntocher - Respite Service Care Home Service

10 Dunn Street
Duntocher
Clydebank
G81 6JE

Telephone: 01389 878403

Type of inspection:

Unannounced

Completed on:

23 August 2019

Service provided by:

Quarriers

Service provider number:

SP2003000264

Service no:

CS2010238999

About the service

Dunn Street, Duntocher Respite Service is registered to provide a respite for adults with learning disabilities. Breaks range from long weekends to a full week and the allocation process is managed between Quarriers and West Dunbartonshire Council.

The service is managed by Quarriers and can support a maximum of six people at any one time. It is located in Duntocher in West Dunbartonshire with access to local shops, amenities and bus services. People also benefit from use of the service's mini bus during their stay. The building is leased by Quarriers from a local housing association.

The respite facility is purpose built over two floors and has a lift for disabled access between each floor. It comprises of two living areas, two kitchens, a sensory room and six ensuite bedrooms. The ensuite bathrooms have either a jacuzzi bath or walk in shower room. All but one of the bedrooms has overhead tracking hoist equipment.

The home has an enclosed garden and patio area on two levels that can be accessed from each floor.

Quarriers say they are "committed to creating a culture that helps people who use our services have as much choice, independence and control as possible in their lives. We also aim to support the people who use our services to be more involved and confident about having a say about how we deliver services".

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

What people told us

As part of the inspection we sought the opinion of people who used the service, including family members. We had feedback from nine people and comments were generally positive, including:

"The staff in Dunn Street are all great, they are always there for me".

"Dunn Street is amazing"!

"When my daughter first went to Dunn Street she felt really unsettled. It was unfamiliar and it was daunting for her. But the staff are so good. They helped her feel relaxed, put her at ease, and they spent time with her singing and playing the guitar. She loves music and that built her trust".

"I feel the service goes above and beyond."

"The staff have created a strong bond with [person's name] in the short time of him being there".

"Staff are very confident and appear happy".

"My son enjoys respite at Dunn Street. He's been going a while and always seems happy to go and when he comes back".

"When you phone the staff are friendly and interested. Someone recently gave us really good [health] advice when we called, and it's made a difference for us".

"There's lots of activities for the guys to do, but they're not forced to participate if they don't want to. If they're feeling tired or unwell then they can relax, and they're comfortable there. There's lots of choice for people".

"There's been a few staff changes and sometimes you go in and don't recognise the newer workers. But they're friendly and I'm always made to feel welcome. It's not been an issue for us".

"There's sometimes issues with the laundry. Items of clothing sometimes don't come back straight away, but they try their best and return stuff as soon as they can. I've noticed they've started a new form about laundry so I hope that helps".

"The long term staff are professional but there have been lots of changes".

"The laundry setup needs to change".

"We really appreciate the service it provides for our son and us all as a family. It is important that good practices and high standards are maintained".

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?	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?

5 - Very Good

Dunn Street supported people to experience very good outcomes during their stay at respite. We met a person who had a longer-term emergency placement. They initially presented as withdrawn, but through support had increased their confidence, established friendships and developed their independence skills. They had gained new practical and social skills, and were planning to move into their own accommodation. This experience had been transformational for them.

We saw that a person with autism had previously experienced periods of distress during their short stays. The service had worked closely with the person, family and professionals to gain a better understanding of their needs. They now had a clear structure and personalised activities. Family confirmed that this predictability offered the person reassurance and they were much happier in the service.

We were impressed with how the service communicated with people. A person had a particularly unique and changing communication style. Staff telephoned their family in advance and shared information to ensure interactions were consistent during their stay. This made the person feel comfortable and included, and they had a much more meaningful experience. These examples were indicative of a respectful, skilled and person-centred service.

The service included the views of people and their families well. Activities, for example, were selected by people through meetings and voting. People had the choice of continuing their own activities or accessing the community with staff. And there were now group activities each month where people visited places of interest such as the safari park, museums and other day trips away. We saw that someone had requested to try an adventure sport for the first time, and worked with staff to develop their confidence. This achievement had been important to them and was a positive outcome.

The service was pro-active and creative. For example, fundraising for causes important to people was a regular feature throughout the year. People, families and staff worked together to plan and host events. This improved relationships, gave people experience in planning events and there was a real sense of achievement.

People were also consulted and involved in improving the service's outdoor space. There was now a summer house and a garden that produced vegetables, which were used when preparing meals. People were included throughout these processes. They helped paint and decorate, pick furniture and some people enjoyed gardening. These new initiatives offered people a variety of skills, sensory benefits, and new areas to use while at respite.

We reviewed the service's development plan, which was filled with ideas from people and families, and was focused on meaningfully improving their experiences. We felt this further demonstrated the service's inclusive and outcome-focused culture.

Staff were generally experienced, motivated and skilled. However, there was a period of change within the workforce earlier in the year. Families commented that they didn't recognise some staff when they visited. We suggested the service inform families when long-term members of staff left, and when new permanent workers were recruited. This could be done through their newsletter or regular telephone calls. It could further strengthen communication and offer reassurance.

We received feedback that issues with laundry were persistent. For example, items of clothing failed to return home with the appropriate people. We asked management to make this a feature of team meetings, ensuring staff understood and followed the procedure better.

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**

People had support plans that detailed their interests, needs and personal outcomes. We felt these plans were of a good standard. There was lots of information about the person, their likes and dislikes and what they wanted to achieve from attending the service. There was specialist information that offered staff insight into how best to support the person. For example, communication plans were very specific to each person's own style. People who experienced periods of stress or distress had clear strategies for staff to follow, and we saw that these were understood well.

The service generally had good communication with people and families. There were regular pre-visit and post-visit telephone calls, and support plans were updated accordingly. This allowed the service to understand any changes to people's needs and help improve their experience.

However, we did identify a small number of risk assessments that were out of date. We asked the service to urgently review them to ensure people's continued safety. Management explained they were moving to an electronic system and some older documents may be in files. They will audit people's support plans and ensure they are up-to-date in this interim period.

Some support plans were large, heavy and had duplicated files. We asked the service to review support plans to remove unnecessary items, which would make them more useful and accessible.

We saw an example of digital support planning for one person, in which their achievements were presented in video and picture format. We encouraged the service to expand this, and to make support planning as creative and user-friendly as possible.

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?	4 - Good
5.1 Assessment and care planning reflects people's planning needs and wishes	4 - Good

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