

Cheshire House (Care Home) Care Home Service

Ness Walk
Inverness
IV3 5NE

Telephone: 01463 713377

Type of inspection:

Unannounced

Completed on:

17 September 2019

Service provided by:

Leonard Cheshire Disability

Service provider number:

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Service no:

CS2003008524

About the service

The service is operated by Leonard Cheshire Disability, a national charity supporting people with disabilities throughout the UK.

The service provides a care home service for up to 16 people with physical and sensory impairment and/or learning disabilities. Other services provided from Cheshire House include a day care support service and an integrated housing support and care at home service.

Cheshire House is a single storey building with purpose-built accommodation and facilities for people with disabilities. It is located close to the centre of Inverness on the banks of the River Ness and provides very good access to local amenities.

The service offers accommodation in self-contained flats and support with all aspects of daily living. Each flat consists of a bed/sitting room with a well equipped kitchenette and separate shower and toilet. The accommodation has adjustable equipment to support people with disabilities. All flats have their own front door accessed from the main house and direct access to a landscaped garden area through patio doors in the bed/sitting rooms.

The service aims to support people to live, learn and work as independently as they choose, whatever their ability. Leonard Cheshire Disability strives for a society in which every person is equally valued. It believes that disabled people should have the freedom to live their lives the way they choose with the opportunity and support to live independently, to contribute economically, and to participate fully.

This service registered with the Care Inspectorate on 1 April 2011.

What people told us

We issued 10 Care Standards Questionnaires (CSQs) to people who used the service and received six responses, three from people who used the service and three from relatives.

The following comments were offered by relatives:

"There are currently some issues with privacy regarding other residents - this is being monitored by staff who are in the process of finding a sensitive and effective solution 'Do Not Disturb' door signs, for example). This issue does not regard staff. Staff completely respect the privacy of all residents".

All three respondents 'strongly agreed' that, overall, they were happy with the quality of care their relative received.

Two people who used the service 'strongly agreed', whilst a third respondent 'agreed' that overall, they too, were happy with quality of care they received.

During the inspection we met with residents either in the privacy of their own rooms or in the communal areas. Some of residents - who preferred to be referred to as customers - had opted to take part in the wider life of the service by joining in with some of the day care groups where they could socialise and participate in the activities on offer. Other customers opted to remain at home.

Those we met and who were able to contribute to the inspection process told us about their lifestyle choices.

Some had developed busy routines which included taking part as volunteers in various community settings. It was clear to us that they enjoyed good relationships with members of staff who respected their individuality with compassion and in a dignified manner.

We also issued 10 CSQs to members of staff and received six returns. They told us:

"I worked here for 12 years before leaving in 2018. I had a bad experience working in another care home - low standards, long hours so left after a few months. I was delighted to be given an opportunity to come back to work at Cheshire House".

Five of the staff respondents indicated that overall they 'strongly agreed' - one 'agreed' - that the service provided good care and support to people who use it.

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

The service was able to demonstrate some major strengths in supporting positive outcomes for people.

There were a few areas for improvement, but those that do exist will have a minimal adverse impact on people's experiences and outcomes.

We found that members of staff at Cheshire House were very familiar with the support needs of customers who they spoke with in a respectful, dignified and compassionate manner. We saw some warm and genuine interactions which provided appropriate reassurance to customers when this was necessary.

A wide range of leisure opportunities and recreational activities both at home and in the local community were routinely supported by the service. Some customers also took part in volunteering placements which contributed to their overall self-esteem and confidence.

The service had developed a large pool of active volunteers who willingly contributed to the overall life experience of people at Cheshire House to ensure that they got the most out of life.

However we thought more could be done to evidence a better outcome focussed approach to support planning. Similarly we thought more could be done to ensure that care plan records were more evaluative and indicative of what progress was being made to achieve desired outcomes and personal goals.

We noted a cash 'hand back' arrangement based on Cheshire Foundations assessment of customers' weekly fees and their household budgeting needs. However there was no written rationale for this, nor any indication how often it was reviewed. Or, indeed, if it could be challenged by customers. We asked the service to put in place an appropriate policy with associated procedures.

People's rights were respected and residents had regular opportunities to meet with staff to discuss ideas, suggestions and any concerns that they may have. This ensured that they were recognised as experts in their own experiences, needs and wishes.

People at Cheshire House were, wherever possible, fully involved in decisions about their care and support. This included opportunities to maintain and develop their interests and issues that mattered to them. The service was particularly proactive in supporting positive health outcomes through their close work with multi-disciplinary healthcare professionals.

We examined some of the service's health passports, these usefully facilitate admissions to hospital for people with cognitive and communication difficulties. Indeed, during the inspection, we noted one example where staff could pass on a customer's specific profile and supports needs - contained in their respective health passport - for an admission to hospital.

We would encourage Cheshire House to develop more staff 'champions' within the service who could take a lead on health or condition-related issues based on best practice and evidence-based guidance. This would usefully contribute to the overall development of the staff team, a number of whom are new members of the workforce.

Overall we concluded the service's strengths had a significant, positive impact on people's experiences and outcomes. We noted, too, the excellent reputation of the service, which strives for excellence within 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 quality of the service's assessment and care planning was very good.

The service's major strengths in this area had a positive impact in supporting people's experiences and outcomes.

People, wherever possible, were involved in contributing to their overall care and support. They were recognised as experts in their own experiences, needs and wishes.

It was clear that the managers and members of staff within the service knew the customers well. We were provided with details of the person-centred nature of their individual lifestyles, which, for some, included holidays at home and abroad as well as continuing to support local social networks.

There were active contributions from Cheshire House's large pool of volunteers who strove, alongside staff members, to ensure people got the most out of life.

During the inspection we discussed ways in which the service's care planning could better support some of these outcomes. We thought more could be done to give the support plans more of an outcome focus which would better contribute to the service's support planning arrangements. Similarly the care records needed to be better referenced and include a more evaluative approach of what progress was being made to achieve personal goals and preferred outcomes.

Overall we concluded the service had strong foundations to further develop its care planning arrangements. We did not doubt its capacity to improve. We were impressed by the commitment and enthusiasm of its managers to drive forwards standards of high quality care and support through the service's established 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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