

# Enable Scotland (Leading the Way) - Rowan Street Care Home Service

130 Rowan Street  
Blackburn  
Bathgate  
EH47 7EA

Telephone: 01506 633 952

**Type of inspection:**

Announced (short notice)

**Completed on:**

29 October 2019

**Service provided by:**

Enable Scotland (Leading the Way)

**Service provider number:**

SP2003002584

**Service no:**

CS2003011010

## About the service

Rowan Street is registered as a care home for four adults with learning disabilities. The service is provided by Enable Scotland a non for profit organisation.

The property is well integrated in the local community without any stigmatising signs to highlight that the house is a care home.

Rowan Street has been open for more then 20 years.

## What people told us

We spent a little time with three of the residents in the communal areas within their home and observed their activities and staff interactions. We also spoke to one resident who had recently moved into the home and their next of kin.

People told us that they were happy living at Rowan Street and they liked the other residents and staff. One relative said that they were very satisfied with the service and they can see a significant improvement in their relative's health since moving in.

## 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?	4 - Good
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

We evaluated this service's support for people's health and wellbeing as very good.

People were supported by friendly and caring staff. The staff knew the residents very well and strong attachments have been formed. This was evident when staff spoke about the death of one of the residents earlier in the year after being diagnosed with a terminal illness. Staff spoke with sadness and compassion when describing the circumstances and it was clear that staff had gone beyond their paid duties and responsibilities to ensure the person had been able to die with dignity in her own home.

Staff were very familiar with the health needs of the residents and are vigilant to changes in their wellbeing. In addition to people's learning disabilities residents have various additional health conditions which require staff interventions, such as epilepsy and Parkinson's disease. Regular staff were very aware of the interventions necessary, however, due to staff shortages there have been times when relief staff, less familiar or confident when supporting residents have been on shift.

Residents enjoyed a good quality of life. Families and friends are free to come and visit or take people out. Some residents attend day centres and do voluntary work outwith their home. Staff were committed to ensuring residents experience an ordinary life with ordinary experiences. Others were supported during the day to go shopping and enjoy meals out. In addition, staff support residents to participate in activities such as going to the cinema. Some residents also benefitted from a holiday to Blackpool.

One resident was observed to help staff prepare the evening meal and wash the dishes and we heard that staff had been supporting residents with home baking. It is important that residents have the opportunity to retain life skills and develop these where possible and it is something the team should look to promote with all residents. Staff should also seek to engage residents in activities within their home, building on existing interests, developing hobbies and supporting residents, who are able, to engage in the local community, such as going to the local shops independently.

Some staff did acknowledge that team members can at times be loud, commenting that the residents enjoy the laughter and banter. As the care home operates from an ordinary domestic house, there are very few areas for staff to use for their work related activities and hold meetings without intruding on residents. Staff reported that they are sensitive to this and the need to be mindful of the need for confidentiality and not discussing residents in front of other residents.

### Areas for improvement

1. Residents should be encouraged to retain independent living skills and develop skills and interests.

Where there are associated risks, risk assessments should be carried out to minimise these to enable residents to engage in activities of their choice.

This is in keeping with the Health and Social Care Standards 2.24

## How good is our leadership?

4 - Good

We explored the service's approach to quality management and have evaluated this to be good.

The service has benefitted from consistent management for over 20 years. The registered manager has been in post since the home opened and has good relationships with residents, relatives and staff and is seen as 'one of the team'.

The manager had also experienced a period of absence earlier in the year which the Care Inspectorate had not been informed about by senior management; this was in breach of the regulations and this will be raised with the senior management outwith the inspection process.

The manager carries out various audits for the organisation and has in the past sought feedback about the service from relatives; however, there is a need to develop the local quality assurance practices further. The manager aimed to issue questionnaires to relatives and friends before the annual Christmas gathering to seek feedback.

As we raised in last year's inspection, the team should look to develop their own quality management systems, building on the feedback from relatives. This should include a self-evaluation of the service, based on the Care Inspectorate's quality framework service, involving residents, relatives, staff and other stakeholders and developing an Improvement plan to support continuous improvement of the service.

## 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 evaluated the assessment and support planning systems to be very good, however there are some areas, specifically identifying and monitoring residents outcomes/goals that need to be developed further.

There were well developed systems for identifying and meeting residents' care and support needs, with personal plans, diaries, risk assessments and records such as medication sheets. The support provided is reviewed regularly and records of these meetings are maintained. This ensures that staff have up to date knowledge of the residents' needs and can provide the appropriate care and support.

Outcomes residents experienced were recorded in the review meetings minutes.

In order for residents, relatives and staff to identify the outcomes the residents are aiming to achieve, these should be more clearly set out within the personal plans with clear objectives showing how the outcomes will be worked on and achieved. The diary/progress notes should then be linked in some way in order that progress can be clearly identified. Tools such as the Outcomes Star could be used as a means of measuring outcomes, achievements and experiences.

### Areas for improvement

1. The service should build on their use of outcomes detailed at reviews, by identifying these with the residents and their families where appropriate, and recording these within the support plan and monitoring achievement of these within the daily records.

This is in keeping with the Health and Social Care Standards 1.15 and 1.23

### 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
1.4 People are getting the right service for them	5 - Very Good

How good is our leadership?	4 - Good
2.2 Quality assurance and improvement is led well	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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