

Leonard Cheshire Disability - Jewel Park - Supported Living Housing Support Service

62 Bingham Drive
Edinburgh
EH15 3BF

Telephone: 0131 669 3085.

Type of inspection:

Unannounced

Completed on:

2 October 2019

Service provided by:

Leonard Cheshire Disability

Service provider number:

SP2003001547

Service no:

CS2008172874

About the service

Leonard Cheshire Disability is the registered provider of Jewel Park which has been registered since 2008.

Jewel Park provides a combined Housing Support with Care at Home and Support Service.

Based in the Bingham area of Edinburgh, the service consists of five single flats upstairs and six en-suite rooms with a communal lounge and dining/kitchen area downstairs. An accessible sensory garden area is well used by people.

A mix of one to one and shared support is provided to eleven adults with learning disability, physical disability or acquired brain injury in their own home. Staff are onsite 24 hours and include waking night staff.

At the time of inspection there were twenty nine staff and three occasional staff.

Leonard Cheshire aims to ensure people feel respected, valued and safe, choose where and how they live and to participate freely in social and leisure activities.

What people told us

During our visit we met all the supported people. This allowed us to listen to people's views and to see how people experienced the support they received.

Where able to, people told us they were very happy in their home. We also observed positive interactions between supported people and their staff.

'I am so happy with the level of care that I get from Leonard Cheshire, I could not ask for any better'.

Self assessment

There was no requirement for the service to provide a self assessment for the inspection year 2019/20. Issues relating to quality assurance, feedback from people using the service and their relatives along with the quality of the service's improvement plan are considered throughout the inspection.

The new Health and Social Care Standards seek to promote and improve outcomes for people who experience care. Services should be providing support in accordance with these standards. These are:

1. I experience high quality care and support that is right for me.
2. I am fully involved in all decisions about my care and support.
3. I have confidence in the people who support and care for me.
4. I have confidence in the organisation providing my care and support.
5. I experience a high quality environment if the organisation provides the premises.

The full standards can be viewed at:

<https://scotgov.publishingthefuture.info/publication/health-and-social-care-standards-my-support-my-life>

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of staffing	not assessed
Quality of management and leadership	5 - Very Good

What the service does well

We found the atmosphere to be very positive within the service which promoted positive outcomes for people. A proactive staff team organised monthly activities ranging from visits to the beach to karaoke nights at home. Colourful photographs celebrating these special occasions were on display and allowed people to talk about and remember their experience.

The service was also very proactive at networking with health professionals. Staff had received training in client specific conditions for example acquired brain injury, dementia or Huntington's disease. This enabled staff to have a good understanding and knowledge to ensure people with life limiting conditions were receiving very good care and support to maintain their well-being at home.

The service was being innovative in developing a sensory bathroom, allowing it to be accessible to people who had lost confidence partaking in personal care.

Supported people told us they felt in control of their lives and had lots of choices of what they wanted to do.

Where people had moved to the service for more support or were moving on to more independence, we found good systems had been identified to ensure a smooth transition took place allowing for a reduction in anxieties for people.

'I'm really excited about moving and X (staff member) is helping me get things organised.'

People could be reassured the service had good quality assurance systems in place and be confident management monitored and audited these regularly. This allowed for immediate action to implement any improvements identified. One area recently developed was around anticipatory and end of life care.

We were pleased to see improvements had been made for the recording of food temperatures within the communal dining area. This ensured food preparation was within health and safety guidelines.

Staff told us they attended monthly team meetings which allowed opportunities for positive discussion, to share concerns, to reflect on practices and for learning from peers and managers.

We found supervisions to be a little behind schedule, however, the service had introduced a good practice observation which allowed for meaningful protected time for staff development and support. We found these encouraged positive discussion and identified areas for staff improvement of their practice. Staff commented they felt listened to and supported in their role.

We found management to be very involved and had a good knowledge of the supported people and the staff team.

What the service could do better

Supported people had very good detailed personal support plans and protocols in place which ensured they were being supported well. For some people this information was not as detailed within their hospital passport. We discussed with the service to review these so enough relevant information was also available to hospital staff if this was ever required.

Although we found the range of training available was very good, there were some staff who had not completed adult protection training or training around choking management and dysphagia. Due to the needs of people being supported, we would expect all staff to have completed this training. Management assured us this would be rectified as a priority.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

There are no outstanding requirements.

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

There are no outstanding recommendations.

Inspection and grading history

Date	Type	Gradings
11 Dec 2018	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed 5 - Very good Not assessed
8 Mar 2018	Unannounced	Care and support Environment Staffing Management and leadership
		4 - Good Not assessed Not assessed 4 - Good
15 Dec 2016	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed 5 - Very good Not assessed
9 Feb 2016	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed 4 - Good 5 - Very good
1 Dec 2014	Announced (short notice)	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed 4 - Good 4 - Good
25 Nov 2013	Unannounced	Care and support Environment Staffing
		5 - Very good Not assessed 5 - Very good

Date	Type	Gradings	
		Management and leadership	5 - Very good
19 Mar 2013	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
27 Jul 2010	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
14 Aug 2009	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	4 - Good

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