

## Firrhill Short Breaks Service Care Home Service

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Edinburgh  
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Telephone: 0131 441 5117

**Type of inspection:**

Unannounced

**Completed on:**

25 February 2020

**Service provided by:**

City of Edinburgh Council

**Service provider number:**

SP2003002576

**Service no:**

CS2003010947

## About the service

Firrhill Short Breaks Service provides residential respite care for up to eight adults with a learning disability and some physical disabilities who live within the Edinburgh area. The service is provided by the City of Edinburgh Council Department of Health and Social Care. The periods of respite are negotiated and agreed in advance with service users and their families/carers. Respite may be from a few days to a number of weeks identified throughout the year.

The service is provided in a purpose built single story building in South West Edinburgh. The building and surrounding area is wheelchair accessible including a garden. The service is easily accessible to local shops, transport and a range of amenities. The people using the service throughout the year are supported by a team of 22 full and part time staff, this includes the registered manager. At the time of the inspection there were three staff vacancies, the service also used a core of regular relief workers when needed.

The service aims "to offer individuals a safe and caring environment with new opportunities and experiences, whilst building and maintaining friendships. People are actively encouraged to make personal choices, establish relationships, maintain and when appropriate develop independent living skills...As much as possible we offer a flexible and consistent approach to families seeking respite provision offering them reassurance to enjoy their break from their caring role. We recognise that those being supported also view this as a break and as such we look to what experiences people enjoy. Some like to come and relax, whilst others like their stay to be active and full of fun. Some people choose to have a complete break and do not wish to attend their day support, whilst others continue with their daily routine."

## What people told us

Prior to the inspection we received three Care Standards Questionnaire from family members and two from staff. They were happy with the service and considered there was a good level of communication between all parties. The staff and service users we observed during the inspection got on very well together, staff knew each individual's likes, dislikes and preferences.

Comments from family questionnaires included:

"No choice of respite available due to level of need...Communication between the service and home could be much better. Care plan not always followed, especially in relation to sleep at night."

"My daughter is very happy at Firrhill respite centre, she goes on a monthly basis. I have a good relationship with the staff and X's care is first class. They take great care of her, she is a severely disabled young woman, but they always treat her with respect, dignity and compassion. She always gets her hair done, nails painted, pampered with massages when she is there."

"Never any concerns / staff keep us well informed and our daughter always enjoys her stays and is happy whilst at Firrhill, staff always give reassurance"

"We communicate on our daughters behalf and find the staff at Firrhill Short Breaks are - friendly, caring and are very knowledgeable, they engage very well with verbal/non verbal service users, staff keep us well informed re any stays and we know our daughter is safe."

## Self assessment

We are not asking services to submit a self-assessment for this inspection year. During the inspection we discussed improvement plans. Issues relating to quality assurance, feedback from people using the service and their relatives along with the quality of the service's improvement plan were all considered throughout the inspection.

From 1 April 2018, the new 'Health and Social Care Standards' replaced the National Care Standards. These seek to promote and improve outcomes for people who experience care. Services should now be providing support in accordance with the guidelines outlined therein.

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

<http://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	6 - Excellent
Quality of environment	4 - Good
Quality of staffing	6 - Excellent
Quality of management and leadership	5 - Very Good

## Quality of care and support

### Findings from the inspection

The service had a welcoming, warm and friendly environment with staff doing as much as possible to make each person's respite stay an enjoyable experience.

The service continued to have a healthy, balanced, seasonal menu plan. The Chef and staff worked closely together to ensure all support guidance was followed regarding individuals likes/dislikes, food consistency and any allergies were taken into consideration. Pureed food was put on separate areas on plates so staff could help people identify what their meal consisted of and encourage them to eat a full balanced meal. Any changing needs regarding food and drinks were acted on, recorded and implemented. The staff were excellent at working with families and professionals as and when needed.

The seven care and support plans we saw were of a high quality. The areas consisted of Handling and Mobility Assessments with easy to read guidance for staff regarding particular positioning of people on equipment or other support needs. Photographs had been taken at each stage of support such as positioning on beds / in chairs. This enabled staff to follow the guidance in a step by step way to ensure the best possible, most comfortable and safest positions were continually used. The information in the files highlighted who the individual was, their background, likes, dislikes and routines, also covering all health, nutritional, medication and sensory needs. It highlighted the activities and interests people had. Specific information was detailed as to how staff could support people with personal care and with eating and drinking.

Risk assessments were detailed, easy to follow and outlined areas staff needed to be aware of, why, when, what to do and any interventions that may be needed. Some people had individualised place mats which highlighted to all staff assisting them as to how they needed to be supported, with what, when and any specific equipment needed or positions to be in to assist with the process. Kitchen Tips were also available which highlighted all meals, portion size, texture needed, allergies, likes, dislikes and particular diets. Risk assessments also covered all areas of moving and handling, travel, outings, communication – how to approach people, aids to use, signs, signals and symbols used, facial expressions and body language. When speaking with staff it was very clear that people were aware of the specific needs of each individual. We saw staff reading through files and discussing any changes or needs people had prior to them coming into the service.

Care and support plans were reviewed on a six monthly basis, more frequently if needed. Any supporting documentation along with the plans were reviewed and updated prior to any respite visit. The staff team were very good at liaising with families to update records and also contacting any professionals for additional input if needed.

A monthly newsletter was sent out to all families/carers, this helped to update people on what was happening within the service. Topics covered areas such as a Christmas coffee morning, breakfast club and a wordsearch.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 6 – excellent

## Quality of environment

### Findings from the inspection

Staff took pride in their environment and tried to make it as homely as possible. Some family members and staff had said how it was looking a bit 'tired' and needed some freshening up and modernising regarding décor. This had been listened to by the management team who had secured some funding to help with this.

We saw that both staff and service users had been asked what they would like to see change and be updated within all areas of the service. Suggestions had been put forward by staff – i.e. new and better blinds, new lounge furniture, some new beds, mirrors in rooms, new bedding, brighter décor and pictures, different lighting. At the time of the inspection a colour scheme for all rooms was being discussed with decorators, in conjunction with those using the service at the time. We were told that during a three day training session within the service in April, rooms would be repainted. Staff were encouraged to suggest ideas regarding the rest of the equipment, furnishings, bedding and décor needed so this could be organised.

The medication room had been upgraded to include new medication storage units that helped staff to organise and securely store individual's medication. Storage units for items such as syringes, charts and signs were also more organised and accessible. A printer, phone and other equipment and information were also present, all service user files were located within this room. These changes enabled staff to locate items and information quickly, we were told this had made a positive difference to their role when dealing with medications. It was suggested that frosted covering on the windows would be beneficial as the room was visible from public passing, this had been put in place by the date of the feedback meeting.

Different staff had taken on a lead role in involving people using the service to help with areas such as upgrading the garden. It had been transformed into a tactile and sensory environment, encouraging wild life with a variety of different plants. We were told service users spent a lot of time in the garden and found it relaxing and fun.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 4 - good

## Quality of staffing

### Findings from the inspection

Since the last inspection we found the staff team had gelled a lot more and it was evident how people had taken on more responsibility related to their roles and the support provided. We found the staff to be knowledgeable, competent and forward thinking to ensure each person using the service had the most enjoyable stay possible. We saw that there was good interaction between the staff who were present during the inspection, they were very supportive of each other, especially for newer staff members. We saw staff go through the files of people due to access the service that day to familiarise themselves with the care and support needed. Newer staff were encouraged to try new tasks with people, whether this was positioning, mealtime specific routines, personal care or medication. They were supported by senior and other staff throughout any process, this helped them to understand what was needed in a productive way, building confidence and skills. We saw that staff worked very well as a team in settling people in when they arrived, checking clothes, medication, food and any equipment needed. They made any family members who also came extremely welcomed.

The service had held a further two sessions of three days training for all of the staff team. From the staff we spoke to and documents looked at this was very well received, the staff having gained a lot from the training and working with colleagues they may not usually work with. The feedback from staff highlighted how practice had been informed and more interaction and discussion between the team was happening.

All staff completed mandatory and professional development training which were now more competency based and assessed. Staff members had asked for some specific training, which had been sourced and completed. This included PAMIS (Promoting A More Inclusive Society), training which covered posture care and sleep systems for people with complex needs. Courses also covered Enteral pump feeding and Bolus feeding, epilepsy, dementia awareness and mental health. More practical courses were also undertaken regularly for moving and handling and fire risk.

Feedback from the staff questionnaires included:

- "1. Myself and team members meet on a weekly basis. We are able to talk about our day to day work.
2. My line manager gives regular six weekly supervision, she also encourages me to request earlier dates if I feel the need for extra supervision.
3. Care and support plans are constantly ongoing and being updated with relevant information.
4. I have regular in-house or tutor led training on a regular basis to enhance my knowledge and enable me to do my job to a high standard.
5. The staff team are very skilled and always treat the people who use the service with the greatest respect.
6. Staff are always involved and have a say on how to try and improve the service. Due to the ongoing training and information we receive, I strongly agree that the people who use this service are very well looked after."

"I have worked within the service for around 19 years and within my current role I feel this has been the best part of my career. I am part of a fantastic staff team where we are able to be open and honest with one another ensuring the delivery of care is never compromised. Our line manager allows us to contribute to the planning of the service and is actively involved when needed. Not only is supervision regular she will 'touch base' with staff weekly which is essential in making staff feel valued. Valued staff will always go above and beyond in a job that they feel appreciated in."

The service had conducted a staff survey which had produced a range of feedback - i.e. people wanting to build closer teams, not having time to take breaks, roles and grades of staff. All areas were assessed and feedback from the survey given to staff with what the management team were doing with the findings. Different areas were discussed in supervision and team meetings and the manager gave people plenty of opportunities to see her to discuss any issues or concerns individuals may have had. The clarification of roles and responsibilities was discussed during team meetings. Staff were also asked to give feedback on the feedback given, this was positive with staff feeling supported.

We were told a three day training course was due to take place in April, the service would be closed and it was mandatory for all staff to attend. A range of topics had been discussed, we were told at this training medication, mental health, suction and yanker training would take place, plus dementia experience. After this type and any other training sessions staff needed to feedback what they had learnt, how it would impact on their work and how it had influenced and impacted on their practise. We were told by staff the training had been appreciated, started discussions between the team and aided confidence in work areas that staff may not have been too familiar with previously.

A new system for recording and reviewing training had been introduced. This involved a 'traffic light system' which highlighted what training had taken place, when, when refresher training was due, if someone had not attended and why. The service provided a varied range of training, including Active Support, Supervision, Positive Behaviour Support, Loan Working, Coping in Health Emergencies and Tracheostomy training.

An action plan following on from a Stress Risk Assessment had been completed. Areas highlighted had been discussed as a group and with individuals. Some people thought their skills were not being utilised adequately, others thought there was some tension at times within the team. The manager and senior team were mindful of concerns staff had and worked with them to rectify these as much as possible.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 6 – excellent

## Quality of management and leadership

### Findings from the inspection

We found the processes and procedures to complete, track and audit all areas of paperwork had improved since the last inspection. The manager and team had worked systematically through all areas of the service, some newer systems were still being implemented at the time of the inspection. Areas included a new six week rota for all staff, this enabled staff to plan their time more efficiently with senior staff having rota time for administration, supervision, training, on call and other tasks. This was being implemented at the time of the inspection.

The senior team had started to participate in FED (Future Engage Deliver) the City of Edinburgh Council's leadership and development programme. This self-learning programme encouraged the teams personal and service journey, engaging people on how to improve different areas of services. Specific topics were discussed in large and smaller groups with people working on, presenting and feeding back to the main team their findings. Personal development topics had included Self Limiting Beliefs, Engaging People, Effective Supervision, Medication Errors Procedure and Management. We were told the information from these meetings helped to influence the ongoing development of the service.

The service had good procedures in place to check it was completing tasks in line with its agreed timeframe. These included supervision meetings, reviews, training and learning activities, completion of case notes, team and senior meetings, absences – annual leave and sickness. Senior staff completed checks on a monthly basis. All of the services files and documents were audited twice a year.

The service had thorough service plans in place for 2020, reflecting on what it had achieved to date and planning for the coming year. Plans were produced in conjunction with staff, people using the service and families, asking people their thoughts on the service, staff team, type and quality of communication and plans for the future.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 5 - very good

**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.

## 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).

## Enforcement

No enforcement action has been taken against this care service since the last inspection.



## Inspection and grading history

Date	Type	Gradings
17 Jan 2019	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 4 - Good
11 Dec 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 4 - Good Management and leadership Not assessed
29 Nov 2016	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing Not assessed Management and leadership Not assessed
11 Dec 2015	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
6 Oct 2014	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
18 Nov 2013	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
2 Nov 2012	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
18 Nov 2011	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good

Date	Type	Gradings	
		Management and leadership	Not assessed
7 Mar 2011	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
4 Nov 2010	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	3 - Adequate
31 Mar 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
8 Oct 2009	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
12 Feb 2009	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
8 Aug 2008	Announced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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