

William Simpson's Care Home Service

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Type of inspection:

Unannounced

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Service provided by:

William Simpson's

Service provider number:

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Service no:

CS2010279960

About the service

William Simpson's is a modern, purpose-built residential care home with additional separate respite and day care facilities. Outside the village of Plean, the home sits in seven acres of well maintained private grounds that include a walled garden.

The main care home supports up to 64 people. Eight 'flat' style units support up to eight people. Each flat has communal living spaces and each room has en-suite shower facilities. There are also communal bathrooms in the home.

The respite unit can support up to six people and people using day care services also use this base. The respite unit is undergoing a refurbishment programme and a new bedroom and shower room had been completed since our last visit. These were finished to a high standard.

The service is a registered charity that specialises in offering care and support to adults and older people with long-term mental health and alcohol misuse issues.

William Simpson's state their mission as:

'We are a forward thinking, dynamic organisation that impacts positively on the lives of people with mental health problems'.

We found that the service was achieving this.

What people told us

During our visit, we had different opportunities to spend time in the company of people living at William Simpson's chatting about their day and their views of the service. We spoke with six people on an individual basis and around 21 people in total.

People were very satisfied with the support they received. They enjoyed living at William Simpson's and were very happy with their staff.

People were very clear that the service had made a big difference to them. Their mental health was much more settled and they were more relaxed, taking on a variety of new interests, making plans and generally more content. We met with one person using the respite service. They told us that the service 'was perfect' and 'staff all so kind'.

We contacted some family members too and again, they praised the service. The level of independence promoted was highlighted as a strength. Families could describe strategies that staff had adopted to support their relatives and confirmed they were informed promptly of changes in health and well-being. They told us that staff were welcoming and respectful but that less staff changes and more continuity of staff would be good.

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

Staff were respectful of people's 'space' and of their home. They had a calm, approachable manner and were considerate of people's needs, wishes and preferences. We saw respectful interactions and saw how people were encouraged and supported to make lifestyle choices. One person described how staff's positive encouragement and reflection helped them make informed choices and they told us that they never felt embarrassed or shamed.

Staff are adaptable and proactive. When visiting the respite unit, we saw people supported with compassion. Wider concerns and matters for people were recognised and appropriate ways forward were discussed and planned for. This included inviting people to join events or come along for meals at periods when they are low or lonely. Most respite admissions are on an emergency basis and are well managed. The respite manager displayed a strong value base and was knowledgeable and passionate about providing care and support to a high standard.

Staff across the service were professional, knowledgeable and could describe adapting to changes in people's needs. They were supported through regular individual and group meetings and told us of consistent opportunities for learning and development. Staff described their responsibilities to protect people from harm and understood their professional accountability.

People make decisions and choices about how they spend their time. The staff team have an enabling approach and a positive approach to managing risks. Community connections are strong and have matured further since the last inspection. Real recognition and value are placed on being physically active and building up community connections. There is a varied and wide range of opportunities for people to increase their independence and pursue interests of their choice. The range of activities has increased with 67% of people involved in four or more interests. Recent events include deep sea fishing, shooting, golf, walking football, cinema, trips to the 'grand ole oprey', swimming and hydrotherapy.

Staff described people's mood being enhanced as their physical activity and interests increased. This included those people more involved in regular 'household' tasks. The development officer at Active Stirling described staff as very flexible and responsive. We agreed and were pleased that the activities team continue to evaluate what works well and what could be better. We concluded that the investment and commitment from the board and staff team resulted in excellent opportunities for people to get the most out of life.

People had trust and confidence in the service, staff and management. Their self-belief and emotional well-being had improved greatly as a result of the staff team at William Simpson's. This view was shared by relatives we spoke with who thought that the home was an appropriate placement which enabled independence and met their relatives needs. They told us that all staff were accommodating and welcoming but that consistency of staff should be considered by the service.

To support a culture of involvement and improvement, leaders must have the skills and capacity to drive improvement and be responsive to feedback. This was reflected in last year's inspection report and we saw some examples where support around management styles would impact positively on the staff team. The service are reviewing how they appraise staff and we would advise to further consider information and resources available to develop staff's leadership skills. Reference is made to the Scottish Social Services Council.

www.stepintoleadership.info

The service had several systems in place to monitor aspects of the service that they delivered. Effective evaluation of these quality assurance systems, including self-evaluation and improvement plans, drive change and improvement when necessary. We discussed potential improvement in evaluation, including for medication and incidents. We were confident that the management will consider these suggestions and follow up accordingly. Reference is made to the 'Model for Improvement' and associated resources. hub.careinspectorate.com/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?

4 - Good

The service had systems and processes for gathering people's views, assessing their needs, planning their support and focusing on individuals' wishes and what mattered to them.

Careful consideration was given to where people's needs would best be met. For example, when moving from a respite stay to the care home permanently, people were very well supported and the transition well managed. Staff from both services came together to plan and review the move and often worked across both services to offer that individual a high level of support and reassurance. We saw examples where, when the move did not work out, changes were made and further planning happened so that the person would feel safe and secure in the right place at the right time.

In order to provide care and support of a high standard, the service has reviewed staff's roles, terms and conditions. This should support the service in retaining and recruiting professional skilled staff who value and understand the needs of the people they support and who plan and assess people's care and support effectively.

Staff completed support documentation (care plans and risk assessments) to record people's needs and the risks to their health and well-being. We found that the plans did not reflect the enabling approach that the service practiced nor did they consistently reflect the goals or outcomes achieved by individuals. For example, people resident and staff could describe how promoting independence and being active had improved people's mental health but this was not consistently evidenced in the plans.

There was a lack of clarity in some plans with some sections containing conflicting information. This meant that it could be difficult for staff to know exactly what support an individual required. The plans contained risk assessments for most aspects of people's lives. This level of risk assessment was not required for everyone as this could devalue the importance of those assessments that are significant. We discussed ways with the management that this area could improve. This included increased involvement for people in their support planning and connecting with the Health and Social Care standards.

Statutory reviews of people's needs were being completed by the local Health and Social Care Partnerships. A meeting was scheduled to evaluate that process and the outcomes of the reviews.

The Board and Management at William Simpson's have made changes at a more strategic level that they believe will enable them to plan for the care and support needs of their community now and in the future. These changes will support the sustainability and development of this specialised service.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

Priority should be given to reassessing staffing levels and budgets to seek to increase to two seniors on duty in the home at night, as standard. The provider should aim to have sufficient senior and frontline staff on duty to ensure the safety and support to service users is not compromised.

This would also be likely to ensure necessary audits can be done safely without undue pressure on senior staff.

This is to ensure that care and support is consistent with Health and Social Care Standards 3.15 to 17 inclusive:

My needs are met by the right number of people.

People have time to support and care for me and to speak with me.

I am confident that people respond promptly, including when I ask for help.

3.19 My care and support is consistent and stable.

This area for improvement was made on 27 February 2019.

Action taken since then

Staff roles have been evaluated. The senior carers role and conditions have been reviewed to support the service in retaining and recruiting professional people. This is now a team leader position.

Staff and management stated that there are mostly two team leaders on overnight. Duty rosters sampled confirmed this. Whilst staff levels and continuity of care will continue to be a focus of inspection visits, we concluded that this recommendation had been met.

Previous area for improvement 2

Regular one to one professional support and supervision for the registered manager and for the in-house medication trainer should be considered as a priority.

This is to ensure that care and support is consistent with Health and Social Care Standards:

'3.14: I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes;

4.23: I use a service and organisation that are well led and managed; and

4.27: I experience high quality care and support because people have the necessary information and resources'.

This area for improvement was made on 27 February 2019.

Action taken since then

The service could evidence that they now have a private contractual agreement in place to enable the management team to have regular professional supervision meetings.

The management team state that this has been of significant benefit and that there is an enhanced level of support and accountability in their practice.

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	6 - Excellent
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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