

# The Courtyard Care Home Service

Hansel Alliance, Hansel Village  
Broad Meadows  
Symington  
Kilmarnock  
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Telephone: 01563 830465

**Type of inspection:**

Unannounced

**Completed on:**

10 March 2020

**Service provided by:**

Hansel Alliance

**Service provider number:**

SP2003000261

**Service no:**

CS2003001304

## About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com).

The Courtyard is registered to provide a residential based care service to adults with a learning disability. The service is provided by The Hansel Alliance in accommodation built in the grounds of the Hansel Estate in Ayrshire. It consists of three houses with accommodation for up to 11 people as follows:

- five service users at No 3 The Courtyard
- two service users at No 4 The Courtyard
- four service users at No 5 The Courtyard

The houses are bungalows adjoining each other but with their own bedrooms, kitchens, living rooms and dining areas. At the time of the inspection, 11 people were being supported at The Courtyard across the three houses.

## What people told us

We spent time chatting with residents who were happy living at The Courtyard. They told us:

- I go bowling and then have lunch
- my bedroom is pink, my favourite
- I go shopping and then have lunch
- staff are great, they help me

As some residents had difficulties sharing their views with us we observed their reactions and interactions with staff. We observed warm and respectful relationships had been built between staff and people who lived there. Staff obviously knew residents well as they chatted and encouraged them to join in the conversation and laughter.

We spoke with three visiting relatives who were all very happy with the support their family member received.

## 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**

People using services have the right to care and support that is provided by a consistent and stable team of people who work well together.

We spoke with staff who had worked in the service for a number of years. This provided consistency which is important for residents, particularly those who struggle to communicate their support needs. This stable team meant residents knew staff well and this provided opportunities to build trust and relationships.

We observed a team who worked well together, they obviously knew each other well and this promoted a supportive environment.

People using services have the right to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day both indoors and outdoors.

People who lived here told us of activities they were involved in both in their home and out in the community. There was a range of activities taking place such as bowling, baking, arts and crafts, jigsaws and outings to the local cafe. There was a lovely garden and large area surrounding the homes suitable for walking and residents made good use of this.

A relative told us 'X is supported to do activities she wants, she goes out and about to the shops, outings. I have no concerns, X is safe here'

We looked at medication recordings and found that everything was correctly recorded. However we raised an issue with the 'as and when required' recordings which did not include recording the outcome of administering the medication. This was because the paperwork did not prompt staff to record this. At inspection the pharmacist had already been contacted and agreed to now include this in the paperwork. This will give a clear picture of whether medication is working for the person or not.

There was clear evidence of health professionals involved in residents care if appropriate. Staff contacted health professionals if concerned over someone's diet or mobility. This meant advice was recorded which staff acted on quickly to try to improve the issue before it became serious.

Family members had completed questionnaires to give their views on the quality of the service. These were all very positive and showed they were very happy. Some of their comments were:

'staff are always quick to deal with any health issues as they arise and monitor on-going needs'

'excellent all round support given'

'I think staff have adapted my relatives environment appropriately to meet her needs'

'there is no-one else I would trust with X care. All staff are of the highest quality'

## 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**

People using services have the right to a personal plan (sometimes referred to as a care plan) that is right for them because it sets out how their needs will be met, as well as their wishes and choices' Care plans had a detailed one page profile that gave a snapshot of the person and what was important to them. This would be helpful for new staff to quickly find out about the person.

The plan detailed how to support the persons independence, how to help them stay in control and make choices. This included clear guidance for staff around how to best support the person, how to communicate with them and what their likes/dislikes were.

The plans were person centred with outcomes identified that showed the person or their representative had been fully involved in their development. The detailed information provided, helped staff see each person as an individual with unique support needs.

The plans were regularly reviewed to ensure they reflected the individual's current needs, wishes, relevant healthcare information and choices. The six monthly review document was very detailed and considered each part of the person's life over the last six months. A plan of action was then discussed to ensure personal outcomes were progressed over the next six months.

## 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
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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