

23 Murray Street - Elgin Care Home Service

23 Murray Street
Elgin
IV30 6DT

Telephone: 01343 563927

Type of inspection:

Announced (short notice)

Completed on:

5 March 2020

Service provided by:

The Moray Council

Service provider number:

SP2003001892

Service no:

CS2005112613

About the service

23 Murray Street - Elgin is registered as a care home service which provides respite and short breaks to a maximum of two adults with learning disabilities. The service is provided by The Moray Council and the accommodation is a three bedroomed ground floor flat, which is located within reach of local amenities.

The aims of the service are to:

- enable people with learning disabilities to lead full and independent lives,
- to encourage service users to develop their full potential by expanding existing skills and learning new ones, both practical and social.

23 Murray Street was being used by a very small group of people, who had used the service regularly for many years.

This service registered with the Care Inspectorate on 1 April 2011.

What people told us

For this inspection we gathered people's views in a variety of different ways. We asked the service to hand out the following questionnaires prior to inspection:

- two care standards questionnaires for people who experience care from the service
- six staff questionnaires

We did not receive any completed questionnaires out of those issued, however during the inspection we spoke with people who were supported by 23 Murray Street. They were very happy with the quality of the care and support provided by the service.

We spoke with family who spoke highly of the service. They said their sons loved coming to the service and had been doing so for many years.

During the inspection we spoke with staff and their responses were positive. They said they were very happy in their job and enjoyed working for the service.

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

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| How well do we support people's wellbeing? | 4 - Good |
| How good is our leadership? | 4 - Good |
| How good is our staffing? | 4 - Good |
| How good is our setting? | 4 - Good |

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|---|---------------|
| How well is our care and support planned? | 5 - Very Good |
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Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

4 - Good

The care and support being provided to people who use the service was of a good standard and this demonstrated the service had important strengths with some improvements required.

Service users experience care and support which was seen to be warm and encouraging. We saw positive relationships between staff and people during the visit. People said they felt listened to about their preferences. They were able to choose how they spend their time during their respite stay. For example, they had a set routine of things they liked to do and were given choice about their meals and activities.

People's independence and links outside the home were strongly promoted. They knew the carers who provided their care and support. This meant they could build a trusting relationship with the people who were supporting and caring for them in a way they found comfortable. Staff demonstrated the skills and understanding to support the service users. People using the service felt safe.

Their preferences and interests were clearly written within their respite plans. These were reviewed with people regularly and the recordings written by staff gave a clear picture of the support they offered.

People benefited from a good medication management system, although the Health and Social Care Moray Medication Management Guidelines was out of date. During the inspection, we were told this will be updated by the end of March 2020. Staff need to be aware of the legal requirements for recording care. To ensure people can be confident that their medication was administered safely and their wellbeing promoted, the manager should introduce body maps for recording the use of topical medications. **(See area for improvement 1).**

Areas for improvement

1. To ensure people can be confident that their medication was administered safely and their wellbeing promoted, the service should:

- Introduce body maps for recording the use of topical medications.
- Complete the review of the Health and Social Care Moray Medication Management Guidelines within the timescale advised by the service.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that, "I experience high quality care and support based on relevant evidence, guidance and best practice." (HSCS 4.3).

How good is our leadership?

4 - Good

The quality of management and leadership within the service was of a good standard.

It was recognised that the service is underused, despite people's positive views about the service. Should the respite service be used more in the future, the provider would need to re-assess the management resource available to ensure the service continues to be well led and managed.

Management of the service was seen to be good. For example, the manager had taken steps to monitor and review information when people came for their respite stay.

People's care and support should meet their needs and be right for them. The respite support plans demonstrated a person centred approach. They set out how people's needs were met to inform staff practice, guide care and support. However, to ensure care planning informs all aspects of current care and support experienced by people, the service should review the process for audit of respite support plans and record keeping. This should include feedback to staff to support continuous improvement.

The service was kept in a safe condition. The staff who worked in the service were familiar with the people who stayed for respite and would pass on any concerns to their line manager. This meant people's care and support was consistent and stable because staff worked well together.

People should be involved in decisions about the respite unit in ways which are meaningful to them. Service users and their family were supported to give feedback on how they experienced their care and support as part of their individual reviews, however the provider should consider new ways to gather comments and ideas from people on how to improve the service.

This would ensure people are actively encouraged to be involved in improving the service they use, in a spirit of true partnership. The findings should inform a plan showing how the suggestions will be implemented. The plan should be used to develop the service improvement plan.

How good is our staff team?

4 - Good

The quality of staffing theme within the service was to a good standard.

Staff told us they enjoyed working for the service and enjoyed their role. There was a good team spirit. They had time to provide care and support which meant that staff could spend as much time as possible with people. We saw positive relationships between staff and service users.

We saw that care provided by the staff team was safe and effective which led to better outcomes for people being supported. Family members spoke highly about the staff. They had known some of the staff for many years. Staffing of the service was therefore very consistent which meant people knew who provided their care and support.

Staff had regular support and supervision from the manager and all annual appraisals were up to date. There were also practical staff supervisions twice a year to gain assurance about staff practice.

It is important that people have confidence in the staff who provide their care and support because they are trained, competent and skilled. Staff felt supported and had access to appropriate training to allow them to support people, however some update training had lapsed or was out of date.

This had been identified at the previous inspection and was discussed again during this inspection. The manager immediately looked at ways to address this, however there was still some work to do in relation to this. **(See area for improvement 1).**

Areas for improvement

1. The provider should ensure staff receive update training in line with their existing staff service's training plan.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that "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 goals" (HSCS 3.14).

How good is our setting?

4 - Good

The environment provided by the service was of a good standard, which showed important strengths which outweighed areas for improvement.

The service is a ground floor flat and has three bedrooms. One of the bedrooms was being used as an office and sleepover room for staff. The service users had their own bedrooms with lockable doors. This meant people using the service could lock their rooms to support their privacy.

The rooms were decorated recently, with matching soft furnishings and service users had chosen their duvet covers. This meant the environment was relaxed, welcoming and peaceful. There was a small lockable storage place in each bedroom that meant people using the service could securely lock some personal effects during their respite stay.

The service had one bathroom which had a bath and a separate level access shower. This meant the service would be able to meet the various needs of people who used the service.

There was an open plan living room, dining room and kitchen which created enough space for two people to be supported by the service. The setting also promotes independence.

The elements within the environment which required to be improved have now been addressed. For instance, furniture and carpets have been replaced.

The provider had various methods in place to make sure that the environment was well looked after and safe for people to use. For example, there were maintenance logs, fire checks and food safety checks using Cooksafe recordings.

The environment was kept clean and safe with some minor improvements required in terms of décor and signage.

How well is our care and support planned?

5 - Very Good

People's experience of their care and support was of a very good standard. This evaluation meant the service showed major strengths in supporting positive outcomes for people receiving support.

Care and support should meet individual's needs and be right for them. We found that people were involved in agreeing their respite support plan which described what they wished to achieve as well as their care and support needs. People's preferences and choices were clearly captured, including people's personal history and what is important to them.

Care plans were formally reviewed every six months. This ensured that people could feedback on how they felt about their care and support. Risk assessments were up to date and reviewed regularly.

It is important that the respite support planning is a dynamic process which consistently informs all aspects of the care and support people require. We found that the respite support plans appeared to achieve this, however the plan could be further improved.

Whilst the plans captured people's wishes and choices, their preferences and 'about me,' the headings used within the support plan documentation could have a greater focus on the person. This would ensure people's personal plans were right for them.

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

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| How well do we support people's wellbeing? | 4 - 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 | 4 - Good |

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

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| How good is our staff team? | 4 - Good |
| 3.2 Staff have the right knowledge, competence and development to care for and support people | 4 - Good |
| 3.3 Staffing levels and mix meet people's needs, with staff working well together | 5 - Very Good |

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| How good is our setting? | 4 - Good |
| 4.2 The setting promotes and enables people's independence | 4 - Good |

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| 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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