

# Leonard Cheshire Disability - Kirklands Park Rigg Care Home Service

2 Kirklands Park Rigg  
Kirkliston  
EH29 9EZ

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**Type of inspection:**

Unannounced

**Completed on:**

6 February 2020

**Service provided by:**

Leonard Cheshire Disability

**Service provider number:**

SP2003001547

**Service no:**

CS2003010998

## About the service

Leonard Cheshire Disability - Kirklands Park Rigg is registered to provide a care home service to a maximum of eight residents who have learning and physical disabilities.

The service is in a residential area in Kirkliston, public transport links and local amenities are a short distance away. The property is split into two distinct linked houses with four people living in each. All bedrooms are single occupancy with en-suite facilities. There is accessible outdoor space with well maintained gardens. Raised flowerbeds are accessible to wheelchair users. People also have use of communal spaces including a shared sensory room.

The service has its own transport with a minibus providing opportunity for people to access their local and wider community.

Kirklands Rigg's objectives are "To strive always for excellence, to aim as high as we can and to deliver our high standards of care."

At the time of this inspection there were eight people being supported by this service.

## What people told us

Most of the residents we met could not tell us verbally what they thought about the service they received. In such circumstances we observe the way that staff interact with residents and how residents experience mealtimes. We noted that people appeared relaxed in the company of staff.

We met all eight people staying at the service during our visit and one relative and spoke with a further three relatives on the phone. One person commented that they liked living at the service.

Relatives spoke positively about the care provided at the service and agreed that the proposed environmental improvements that the new manager had outlined will enhance 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

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

4 - Good

We observed staff interacting naturally and with warmth with the people they supported. "Staff genuinely seem to care" was a comment made by one relative.

The deployment of staff reflected the assessed needs of people living at the service and this at times included significant numbers of agency workers. Staff recruitment, whilst proactive, was on-going due to the recruitment challenges across the sector. The manager tried to ensure that they used the same agency workers for continuity.

Some people had a consistent staff team and this had helped to manage the risks associated with their specific health needs and contributed to positive health outcomes.

People's health and wellbeing was closely monitored and staff were responsive to any changes that they observed. There were good links with local GP practices and this meant that people received medical input in a timely manner. We suggested that improved auditing could help ensure that staff consistently record their findings.

Staff had received training in areas specific to people's identified support needs such as the administration of rescue medication for people who have epilepsy and those at risk of a serious allergic reaction. This contributed to the service's responses to keep people safe and well.

We observed that at mealtimes people were supported at their own pace, we discussed ways to help people to make choices at mealtimes.

We saw that people had busy routines, for instance, attending day centres and having one to one time with staff. We heard about holidays that people had enjoyed and that staff helped raise funds for future holidays. We discussed the need for the ongoing evaluation of people's experiences to ensure that the things they take part in continue to be consistent with their preferences, needs and choices.

Recent improvements at the service included a new kitchen adapted for wheelchair users and this will help promote people's skills, independence and confidence.

Photographs of activities that people had taken part in were now on display and helped create a more homely feel and residents' bedrooms were personalised and reflected their individual personalities.

We felt confident that the new manager would drive forward improvements in areas that they had identified, those picked up through internal audit, feedback from relatives and the areas we discussed during this visit.

One relative commented "I can see a lot of changes for the better since the new manager has been in post". Further enhancements to the environment will continue to improve people's experience of their surroundings.

## 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

New support documentation had been introduced since the last inspection and we saw at this visit that the transition of information from one system to another was still in progress.

The support plans that we sampled gave a sense of the way people wanted to be supported and the things that were important to them. People's preferences and their dislikes were reflected and this helped staff to support them according to their wishes. This also helped staff to work in a consistent way, helping to minimise distress.

The manager acknowledged that there was a need to record in more detail in some areas including in the daily records of support to better capture people's experiences and to understand what was working well and what wasn't.

Keyworkers provided useful regular update summaries to help review the service being provided and ensure that it continued to meet people's needs.

Whilst it was evident that relatives were involved in formal review meetings and had opportunity to inform and direct the support provided, there was a need for their input and that of other interested parties to be more explicit within the full range of support documents we sampled. This included within risk assessments and support plans.

Restrictions to freedom that were in place to keep people safe could be more explicit and should be regularly reviewed.

The provider acknowledged the need to expand on the opportunities and capacity for people with communication difficulties to be able to express their wishes more effectively.

The delegation of responsibilities for senior staff was being reviewed with a view to developing more clearly defined roles. This will help promote leadership skills and effective time management as well as improving accountability.

## 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?	4 - Good
1.1 People experience compassion, dignity and respect	4 - Good
1.2 People get the most out of life	4 - Good
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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