

Respite Unit Care Home Service

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Unannounced

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Service provided by:
Inverclyde Council

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About the service

The Respite Unit service is registered as a care home with the Care Inspectorate. It gives short-term respite care to older people, people with mental health conditions and those with learning disabilities. The provider is Inverclyde Council.

The service supports four people at a time from the Inverclyde area. Over the course of a year, it provides care for hundreds of people who need a break from their normal routine at home. These breaks also provide important respite to family carers.

The Respite Unit is fully accessible for people. Each person has their own en-suite room. There is a communal area for people to have meals and socialise. It shares a building with a day service for adults. People in the respite unit are encouraged to take part in the activities provided by the day service.

The service aims are:

- To provide an efficient and effective service that lets people remain as independent as possible while promoting a high standard of care.
- To create a safe, welcoming and friendly environment as well as respecting people's right to privacy, dignity, choice, safety and self-expression'.

What people told us

We spoke with three people staying at the Respite Unit during our inspection. We also spoke to four family carers whose relatives had stayed at the service over the last year. Two people also responded to our postal survey.

People were very satisfied with the quality of support and care they received. They told us they looked forward to coming to stay. Comments included:

'I never feel staff are rushed in their attendance and care of me.'

'They make sure I am happy and comfortable in my surroundings. They are always very helpful.'

Family carers were also very satisfied. The comments we received included:

'My father has been in respite regularly over the previous two-and- half years. Staff have given him great care and support. They have also given the family support and help. It has allowed my father to stay at home longer than was expected as my mum gets a few days to rest. We are extremely grateful to all the staff in the respite unit.'

'Was difficult in beginning but worked well. Can't fault them at all. Kind, considerate, got to know her. Good break for me and my husband. What a difference it's made to us.'

'Could not believe change in him, said he really loved it. We went for prerespite to visit. Impressed. Socialises - normally keeps to self, playing pool, good feedback. We get more time with our kids.'

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

People told us that staff treated them well and with respect. They enjoyed their stay at the service. They said they felt well cared for, listened to and benefitted from the short breaks.

Nutritious, well-balanced meals were provided. People enjoyed the food. They said they were given options, meals were tasty and portion sizes were satisfactory.

Staff were knowledgeable and confident about medications. This meant when people required support with these, they received the right medication, in the right dose, at the right time. A local community nurse helped the service maintain safe practice by observing staff and reviewing records.

The service had very good links with the adjacent day service. People told us staff kept them up to date about activities there which included musical events and games. They said they decided what activities they wanted to join in. The small communal area in the Respite Unit provided a quieter space for people to read, chat or relax.

Family members told us they had confidence that their loved one would be well looked after. This allowed them to have time off from their own caring responsibilities. They said the service was very good at keeping in touch and providing them with important information. One said their loved one's mobility had improved at the Respite Unit.

We saw staff being warm and patient with people. They used humour and smiles to engage with people. People told us staff took time to get to know them if they had not been at the service before. They appreciated this and said it made them feel valued.

We saw how important information was given between staff at changeover times. We were impressed by the level of detail provided and importance given to this by staff. This helps ensure people are kept safe and receive a consistent level of support.

Staff told us they enjoyed their work. They received regular supervision and said they felt well supported by their managers. We saw evidence from staff interviews and records that staff received appropriate training for their roles. This included medications, protecting vulnerable people, helping people move safely and record-keeping. This meant that people could be confident that staff had the right skills to support them.

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

In a full year, the service had a very high volume of people with a range of complex needs to support. Individual care plans play an important part in making sure each person receives the support they need. We saw care plans provided staff with essential information. They were clearly laid out and easy to read. Staff kept them up to date on a daily basis.

We felt the care plans could provide more information on what outcomes could be expected to be achieved while people were at the Respite Unit. Improvements in this area would help the service capture the positive difference it makes to people's lives.

Risk assessments are used in care services to identify areas where a person may be at risk of harm. For instance, regularly falling. They identify ways to reduce the harm or avoid the risk. The risk assessments we saw were not always completed fully. The service should ensure a consistent approach to risk assessment.

We reviewed the service's development plan. The service has acknowledged that this requires updating. This will help the service identify the challenges and achievements it has experienced and anticipates in the future.

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	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?	4 - Good

5.1 Assessment and care planning reflects people's planning needs and wishes

4 - Good

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