

Burnside (Respite) Care Home Service

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Type of inspection:
Unannounced

Completed on:
17 March 2020

Service provided by:
West Lothian Council

Service provider number:
SP2003002601

Service no:
CS2003016586

About the service

Burnside (respite) service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011. Burnside service offers respite (short breaks) on a regular, planned basis, for up to six people at any one time and is managed by West Lothian Council (the provider).

Burnside caters for people with a learning disability and offers a programme of dates for respite over the year. The length of stay depends on the needs of the service user, their families and their preferences.

The service consists of two flats each with three bedrooms. There is staff support available during the day if required and staff support in the evening and throughout the night.

The stated aims of Burnside are to 'provide overnight stays for up to six adults with learning disabilities. To offer a break for the carer and a chance to take part in popular activities'.

INSPECTION FOCUS

During the course of the inspection, we identified that improvements could be made under the questions covering management and staffing. We therefore made the decision to inspect the service against these areas, in addition to those we had planned to cover at the start of our inspection.

What people told us

We spoke with two residents and three relatives. Through our discussions we learnt that people were very happy living in the shared home and being supported by the staff.

Comments from people included:

"I really like coming here to Burnside. It is like a holiday for me and provides my family with a well-deserved break."

"My daughter has been coming to Burnside for many years now and always enjoys her stays. The support staff know her very well and she enjoys the time she has with other residents who she has become friends with."

We observed positive interactions between people and the staff and could tell that good working relationships have been established over a long period of time for many.

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?	4 - Good
How good is our staff team?	4 - Good

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 experienced care and support with compassion because there were warm, encouraging and positive relationships between staff and people living in the care home, which helped people to achieve their individual outcomes.

Many of the people who used the service for a short period of time for respite attend day centres and other support services during the day, therefore the support to people was mainly delivered in the evening and weekends. People told us that they enjoyed their time with staff and friends they had made at the service and engaged in a variety of community-based activities including outings and gatherings together.

We spoke with two residents and three relatives who shared their positive experiences of the service. Supported people described the service as very enjoyable and felt like a holiday away from home with familiar people they knew well.

Staff were appropriately trained to meet people's health needs, including epilepsy care. However, given the short period of time people use the service, the health needs are largely met by their relatives and carers.

How good is our leadership?

4 - Good

It is important to people that the service has affective management and oversight to give assurance to them and their relatives.

Since the retirement of the registered manager in October 2019, the service had been managed by two assistant managers, who shared their time between Burnside and another care service in the region. However, due to a variety of operational reasons, some of the staff, including the assistant managers had been working more at the other service and therefore this had an impact on the performance of Burnside. Despite the best efforts of those involved, this reduction of staff and the absence of a registered manager had been impacting on the quality of support to staff and to a degree the outcomes of those using the service.

Positive changes had very recently been implemented which included group supervisions and team meetings. However, the service should progress with the appointment of a registered manager (which is a requirement of a registered service) in a timely manner to ensure the quality of management oversight and support to staff is improved. To provide leadership, direction and enhance the quality of outcomes for people using the service.

Through our sampling of various documentation including accidents and incidents, we learnt that there had been a couple of occasions when situations should have been reported to the Care Inspectorate but had not.

We spoke with the assistant managers to encourage them to make themselves more familiar with the notification guidance issued by the Care Inspectorate. We will follow this up at our next inspection of the service.

How good is our staff team?

4 - Good

Motivated staff and good team working meant that staff spent as much time as possible with people. Staff were confident in building positive interactions and relationships.

Staff consistency is important to people, especially those with autism and the service was performing relatively well to achieve this as much as possible. However, there have been occasions, due to staffing levels in a neighbouring care service (managed by the same care provider), staff from Burnside have been asked to cover elsewhere.

Despite staff's best efforts, staffing levels were sometimes insufficient to fully meet the needs of residents. We were told of instances where some residents, on occasion had restrictions placed upon them in terms of choice and what they would like to do, because they had to agree with what others wished to do due to the staffing levels not being at a good level.

The service should ensure that residents care and support needs (including their agreed outcomes) detailed within their plans are met by the right number of staff supporting them. This should include appropriate dependency assessments and quality assurance systems. We will monitor this at future inspections.

How good is our setting?

This key question was not assessed.

How well is our care and support planned?

4 - Good

Personal plans should give clear direction about how to meet the care and support needs of people as well as details of their personal interests and preferences. Several staff have worked within the service for many years and knew people's care and support needs relatively well. However, we felt that improvements could be made to some of the support plans we sampled.

This included but was not limited to the following:

- * Guidance and information on people's routines and personal preferences.
- * The development of people's care and support plans to be more outcome focused; detailing the aims and objectives they would like to achieve whilst using the service and how this can be measured.
- * To review the format of people's risk assessments to include more detail and guidance for staff; focusing on risk enablement, risk levels and strategies to manage the identified risk.

We discussed with the acting manager to highlight where and how these improvements could be made. We will follow this up at our next inspection of the service.

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 good is our leadership?	4 - Good
2.3 Staff are led well	4 - Good
How good is our staff team?	4 - Good
3.3 Staffing levels and mix meet people's needs, with staff working well together	4 - 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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