

# Lismore House Care Home Service

3 James Street  
Armadale  
Bathgate  
EH48 3JG

Telephone: 01501 734 830

**Type of inspection:**  
Unannounced

**Completed on:**  
2 June 2022

**Service provided by:**  
Community Integrated Care

**Service provider number:**  
SP2003002599

**Service no:**  
CS2003011070

## About the service

Lismore House is a care home which provides care and support to four adults who have a learning disability. Support is provided over twenty-four hours with staff sleeping over. The service registered with the Care Inspectorate on 1 April 2002.

The support is provided by Community Integrated Care (referred to as CIC in the report), who also own the property which is a detached bungalow with gardens to the front and rear.

Lismore House is located in a quiet residential area within walking distance of local amenities and public transport. The house consists of a large living area, dining kitchen, utility room, two shower rooms, and five bedrooms of which one is used as an office and sleepover room. The front of the building has ramp access for people with a physical disability.

The aim of the service is "to change lives by delivering world-class support to people with care needs, and by being a leading employer of exceptional people".

There were three people living at Lismore House at the time of this inspection.

## About the inspection

This was an unannounced which took place on 31 May and 1 June 2022. The inspection was carried out by one inspector from the Care Inspectorate. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection. In making our evaluations of the service we:

- spoke with three people using the service and two of their family members
- spoke with six staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

## Key messages

People were happy.  
Care was personalised.  
The home was clean.

## 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?	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?

4 - Good

The service was performing at a good standard at the time of the inspection. Whilst some improvements were needed, the strengths identified had a positive impact on people.

People looked well and care was delivered in a personalised way. Support was provided in a kind and respectful manner. People told us that "staff are nice", that they "liked staff" and they liked living at Lismore House.

People were supported to be as independent as possible including making lunch, clearing up after meals and personal care. The service had personal plans in place which contained helpful information about how to support each person. Staff were knowledgeable about people's needs and preferences. They had good links with other health professionals to ensure that people's health needs were being met. This was helping people to be independent and receive the support they needed.

The service had recognised the importance of supporting people to eat well in a pleasant environment. Everyone was involved in planning their menu for the week, food shopping and helping with aspects of food preparation. Mealtimes were flexible to suit each person's activities and people chose to eat together. Some staff had lunch with residents and this mealtime was relaxed and sociable. This helped to support people's health and wellbeing.

The manager was committed to the staff team looking at people's interests and identifying more activities away from the home that they could participate in now that Covid-19 restrictions had been lifted. People talked with excitement of a holiday they were planning and expressed great pleasure at recent activities they did outside of the home. This was helping people to keep active and healthy. However, opportunities to get out with people on a one to one basis were missed, and this meant that some people didn't get out as often as they wanted to.

Staff were trained in key areas such as moving and assisting, first aid, medication administration and adult protection. The service was also supporting staff to complete qualifications to promote good practice and meet registration requirements with the Scottish Social Services Council. This was ensuring staff were confident in supporting people with all aspects of their lives and ensuring good health and wellbeing of people living in the home.

The service was very good at helping people to maintain relationships with people important to them. Family members were made welcome and were happy with Lismore House. Family members told us "I can visit anytime" and "I am really pleased with Lismore, it gives me peace of mind".

The staff team were knowledgeable about visiting guidance and were following guidance on pre-visit Covid checks. Staff and visitors were undertaking Covid-19 testing before spending time with people using the service.

There was sufficient supplies of personal protective equipment (PPE), with PPE points throughout the home, hand sanitiser and separate bins for disposal. The house was clean and well presented. Staff were wearing masks safely and were washing their hands regularly. Some staff were wearing aprons and gloves at times when this was not required which made the house feel less homely. There were times when staff disposed of PPE in the household waste instead of the designated PPE bin.

This could increase the risk of spreading infection. We recommended that staff are provided with refresher training on the safe storage of cleaning materials and the use of appropriate cleaning material in the event of an outbreak of infection such as Covid-19.

Staff and the manager were working hard to minimise the risk of infection to residents, staff and visitors, however they would benefit from reviewing practices and ensuring that these are in keeping with current good practice. The manager was committed to ensuring good practice and regularly revisiting service guidance on infection prevention and control.

## How good is our leadership?

## 5 - Very Good

We evaluated this key question as very good where there were major strengths in supporting positive outcomes for people. There were very few areas for improvement.

The provider was committed to audit and self evaluation processes. Audits were being completed by the staff for key areas of service delivery, such as medication administration, support planning and people's finances. This was enabling staff to understand the service better, take responsibility and be accountable for service delivery. Health and safety audits were being completed on a regular basis by qualified tradespeople. These were all helping to ensure that standards of good practice were in place and that any areas of improvement were addressed. During the inspection, we recommended that audits of cleaning were reintroduced and the manager took action to address this.

The manager had a development plan for the service which identified key areas for improvement with timescales. The actions covered all aspects of the service from the property to service delivery. We discussed with the manager that some actions needed to be updated to reflect progress. The plan was ensuring the manager was working to continually improve the service.

The service had an accident and incident reporting process in place which the manager was reviewing. This meant that the service was learning from events and working to minimise the risk of these happening again. The service was meeting their obligations by making appropriate notifications to the Care Inspectorate.

The service had a complaints, compliments and comments process. There had been no complaints or comments at the time of the inspection. The recording system prompted the manager to review and learning from any complaints and comments.

Team meetings and staff supervision was taking place on a regular basis. These were recorded well and focussed on key themes and staff development. There was a focus on ensuring that people were having positive outcomes from the care and support being offered.

## 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
1.2 People get the most out of life	4 - Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
1.4 People experience meaningful contact that meets their outcomes, needs and wishes	5 - Very Good
1.5 People's health and wellbeing benefits from safe infection prevention and control practice and procedure	4 - Good
How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good

## To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at [www.careinspectorate.com](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

Find us on Facebook

Twitter: @careinspect

## Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.