

Bellview Cottage Care Home Service

29 Russell Street
Lochgelly
KY5 9DD

Telephone: 01383 630 112

Type of inspection:
Unannounced

Completed on:
27 May 2022

Service provided by:
Radical Services Ltd

Service provider number:
SP2003002568

Service no:
CS2019375217

About the service

Bellview Cottage is a care home service for one young person. It is situated in a residential area of Lochgelly in Fife, close to local transport links, shops and community services.

The service provides accommodation over one level, with a bedroom and bathroom for the young person's use. There is also a living room and kitchen diner. The house has a small outdoor area at the front and garden to the rear.

About the inspection

This was an unannounced inspection which took place on 17 May 2022 between 13:45 and 19:35 and 19 May 2022 between 10:30 and 14:30. The inspection was carried out by one inspector from the Care Inspectorate.

To prepare for the inspection we reviewed information about the service. This included registration information, information submitted by the service and intelligence gathered during the year. In making our evaluations of the service, we:

- spoke briefly with the young adult and a family member
- spoke with three staff and the manager
- observed practice, the environment and daily life
- reviewed documents
- spoke with two visiting professionals.

Key messages

- People were safe and protected from harm and there had been a reduction in the frequency of episodes of distressed behaviour.
- The provider needs to provide a more consistent, stable team of staff to ensure people can form trusting and secure relationships.
- Most staff felt well supported but some had not completed mandatory training.
- Managers should monitor and analyse incidents so that people can benefit from any learning that is identified.
- Evaluation of progress towards achieving agreed outcomes in personal plans could be improved.

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 children and young people's rights and wellbeing?	3 - Adequate
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Further details on the particular areas inspected are provided at the end of this report.

How well do we support children and young people's rights and wellbeing?

3 - Adequate

We evaluated this key question as adequate, which means there were some strengths but these just outweighed weaknesses. Strengths had a positive impact on young adults in Bellview but key areas of performance need to improve.

People at Bellview were safe as a result of staff practice and intervention and earlier concerns about the robustness of supervision arrangements had been resolved. Staff were alert to community risk issues and worked hard to balance these with respecting people's wish for greater freedom and autonomy. However, the service did not have records of formal protection processes and there was a lack of awareness of legal orders and restrictions, though the manager addressed the latter before the inspection was completed. Whilst this did not appear to have compromised people's safety, it created potential for increased risk. **(See area for improvement 1)**

People enjoyed positive and meaningful relationships with some longer-standing members of staff and other relationships were developing. They told us that staff were 'so lovely' and rated the service very highly. However, there had been a lot of staff changes since they arrived at Bellview, including changes to or periods of absence of management. Stable staffing arrangements are an essential foundation for secure, trusting relationships and continuity of care. **(See area for improvement 2)**

The house provided a good quality environment in which to relax and feel safe. People had a say in how their space was furnished and decorated so it could reflect their preferences. The garden needed attention though work was underway to create a more attractive area to spend time in.

Staff met people's physical health needs. Social contacts with peers as well as relationships with family members, which staff supported, created a sense of belonging. They were also looking into additional opportunities for stimulation and learning. With encouragement from staff, people were making more use of favourite activities to boost mood and reduce frustration. There had also been a reduction in the frequency of episodes of distressed behaviour.

The staffing needs assessment meant there were enough staff to meet people's needs, though did not pay sufficient attention to stability of staffing and an appropriate mix of skills and experience throughout the day. Staff felt supported but some had not completed all their mandatory training. Whilst relationships with people were clearly a high priority in Bellview, the planned rollout of training in trauma-informed, therapeutic practice will further improve skills and knowledge and build on the good work being done with staff by the new manager. We would also suggest raising awareness of the Adults with Incapacity Act and principles.

Regular audits and other quality assurance activity were leading to ongoing improvements in most aspects of the service. However, managers should monitor records of incidents as they occur and complete periodic analysis to ensure learning is applied without delay and help improve people's experiences **(see area for improvement 3)**. Moving forward, managers should incorporate into the service's improvement plan actions for achieving the Promise (developed following Scotland's independent care review). We would also suggest that medication audits be completed by senior or designated staff to ensure consistency and an accurate overview of practice.

People's plans supported positive outcomes and experiences overall and covered a wide range of wellbeing

areas, however, did not contain arrangements for support with finances (**see area for improvement 4**). All outcomes should be specific and measurable and progress should be more consistently evaluated. Some outcomes described as having been achieved may need to be reviewed to ensure an accurate understanding of people's support needs.

Areas for improvement

1. In order to protect people and safeguard their rights, the provider should ensure that the service has up-to-date and accurate records.

This is to ensure that care and support is consistent with the Health and Social Care Standards, which state that: 'My care and support meets my needs and is right for me' (HSCS 1.19) and 'My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event' (HSCS 4.14).

2. To ensure that people can develop secure and trusting relationships, the provider should put in place stable, consistent staffing arrangements.

This is to ensure that care and support is consistent with the Health and Social Care Standards, which state that: 'I am supported and cared for by people I know so that I experience consistency and continuity' (HSCS 4.16).

3. To ensure continuous improvement, support effective learning and meet people's needs, the provider should improve the effectiveness of incident analysis.

This is to ensure that care and support is consistent with the Health and Social Care Standards, which state that: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

4. In order that people's interests are safeguarded, the provider should ensure that where appropriate, personal plans include arrangements for support and management of their finances.

This is in order to comply with the Health and Social Care Standards (HSCS), which state that: 'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices' (HSCS 1.15).

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 children and young people's rights and wellbeing?	3 - Adequate
7.1 Children and young people are safe, feel loved and get the most out of life	4 - Good
7.2 Leaders and staff have the capacity and resources to meet and champion children and young people's needs and rights	3 - Adequate

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