

SAMH - Mayfield Care Home Service

33 Glasgow Road
Denny
FK6 5DW

Telephone: 01324 826 584

Type of inspection:
Unannounced

Completed on:
13 September 2022

Service provided by:
Scottish Association For Mental
Health

Service provider number:
SP2003000180

Service no:
CS2003011543

About the service

This service has been registered since 2002. It offers 24 hour support up to five adults who experience mental health difficulties. It is centrally located in Denny and the house is a large detached property. There is a communal garden to the rear of the property. The service provider is the Scottish Association for Mental Health (SAMH).

The aims of the service include: "To provide good quality mainstream, not institutional accommodation to meet personal needs and choice of individuals; to provide an environment which enables and encourages individuals to regain a valued role in society; to provide structured professional support appropriate to individual needs and to encourage each person's achievement of their highest level of potential, health and independence."

At the time of the inspection there were five people living in the service.

About the inspection

This was an unannounced inspection which took place on 8, 12 and 13 September. 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 one person using the service
- spoke with three staff and management
- observed practice and daily life
- reviewed documents

Key messages

- People were supported by staff who knew them well and were respectful and sensitive to their needs.
- Events and activities were well organised in line with people's personal preferences, interests and abilities, with very good community engagement.
- The team worked hard to support positive relationships with people's friends and relatives.
- People's views were listened to and acted upon
- People felt safe and happy living in the home.

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?	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?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question overall as very good.

People received very good support to attend to physical and mental health needs, with staff responding appropriately to any changes in health or following any accidents people had. This meant that people received prompt medical attention should they need it, as well as support from other allied professionals such as social workers and nurse specialists.

People experienced warmth, kindness and compassion in how they were supported and cared for. The service was very good at ensuring people maintained relationships with those important to them. People were supported to build and maintain community links where this was appropriate to their needs. This helped people to maintain their sense of identity and continue with meaningful relationships they had prior to and since moving into the home.

We observed how staff interacted in a skilled and respectful way with people. This included, responding to people's needs around their mental health in appropriate ways, including distraction techniques, encouraging and supporting people to use agreed coping strategies and active listening. Staff approaches, tone of voice and body language all helped to create a calm and relaxed environment where people could feel at ease and safe. The person we spoke with told us they felt extremely safe and well supported in SAMH Mayfield.

People had opportunities to discuss and make decisions about the service including regular meetings around décor, activities and matters relating to the day to day running of the house. This was helping people to prepare for possible moves in the future into their own tenancies and enabling them to live happily in their current home too.

There were systems in place to ensure the safe and effective cleaning of all areas of the home, with regular checks on hand hygiene, use of Personal Protective Equipment (PPE) and Infection Prevention and Control (IPC). We observed staff using PPE appropriately. This helped ensure people were kept safe.

There were sufficient supplies of PPE and hand sanitiser throughout the home, and additional supplies were kept on site supporting the home to keep staff and residents as safe as possible, should they have an outbreak of infection. We discussed with the manager the need to update the service cleaning schedule to include specifically a shower and commode chair that was in use by one resident. The manager agreed to action this immediately.

How good is our leadership?

5 - Very Good

We found significant strengths in how quality assurance and improvement was delivered and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

SAMH - Mayfield had a motivated, engaged team of staff, they were clearly led well, involved in decisions about the service and keen to address any areas of improvement needed.

People could be assured that there were systems in place to monitor standards of care within Mayfield. There was a range of audits and plans that were used to aid quality. The organisation had developed a new quality assurance framework that was being piloted at the time of the inspection. This was planned to be rolled out next year and will give an additional layer of overview once embedded in practice. We suggested some ways in which the current quality assurance systems could be pulled together to help more fully inform the service development plan.

Staff described receiving regular feedback and supervision, with an open door policy to the manager that allowed them to access guidance and support as needed. This helped to ensure that people's needs were met well whilst also supporting staff development. Staff told us that they felt valued, included and listened to by the manager and wider organisation.

There was a positive culture and ethos of continuous improvement and development. This was led by the management team, but staff at all levels were able to describe and demonstrate it. We saw how this directly benefitted people living in the home by helping them take more responsibility and accountability for their home. We saw a respectful and supportive team who shared the aims and values of the service. This meant that people living in the home were cared for and supported by a dedicated and positive workforce.

There had been recent spontaneous feedback from a relative that was very positive. We noted that the service had not issued any surveys to people in recent months. We suggested this could be a beneficial activity to pick up on again.

Manager meetings were held regularly with the manager of the home and peers across the local and wider area. This offered a support mechanism to the manager and was a very good way of sharing ideas and information. We saw examples of things that had been adopted from other services and equally shared from Mayfield. This demonstrated effective leadership and a positive learning culture.

Regular team and resident meetings demonstrated that people were involved and listened to, with things acted on as needed. Everyone was contributing to quality assurance. Finally, we heard how one resident recently requested and had a meeting with a senior service manager about the cost of living crisis and the impact of this on residents. This supported our evaluation that quality assurance and improvement was well established and embedded in the service and people's views and experiences were central to that.

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
1.3 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	5 - Very Good
How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good

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