

Enable Scotland (Leading the Way) - Old Scapa Road Care Home Service

11 Old Scapa Road
Kirkwall
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Telephone: 01856 871 634

Type of inspection:
Unannounced

Completed on:
20 October 2022

Service provided by:
Enable Scotland (Leading the Way)

Service provider number:
SP2003002584

Service no:
CS2003009108

About the service

Enable Scotland (Leading the Way) - Old Scapa Road is a care home registered for four adults with a learning disability.

The home is situated in a residential area of Kirkwall which is close to the centre of the town. The accommodation offers large single bedrooms and two bathrooms which have been adapted and fully equipped to meet the needs of people with a physical disability. The spacious lounge and kitchen/dining area are brightly decorated and full of photographs and personal belongings.

There is a secluded garden area to the side and rear of the building. The garden has been planted out to offer easy access to shaded and sunny areas and outdoor garden furniture has been adapted to accommodate mobility equipment.

Enable Scotland (Leading the Way) sets out the following values:

Respect - we respect our customers and each other at all times.

Integrity - we are always honest and truthful.

Equality - we always treat everyone the same.

Ethics - we will always try to do the right thing.

Ambition - we always strive to improve the lives of customers and create the best environment for employees.

About the inspection

This was an unannounced inspection which began on Monday 24 October 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 people using the service and reviewed information from their family;
- spoke with several staff and management;
- observed practice and daily life; and
- reviewed documents.

Key messages

- People were supported by staff who knew them well.
- People's health and wellbeing needs were being met.
- People had support to keep active, and were doing things they liked to do.
- Managers and leaders had developed good quality assurance processes, which helped to make improvements.

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

We made an evaluation of good for this key question, as several important strengths, taken together, clearly outweighed areas for improvement. Whilst some improvements were needed, the strengths identified had a significant positive impact on people's experiences.

People living in the care home were supported by staff who knew them well. They were supported on an individual basis, as well as having the opportunity to spend time together. Their care and support were person centred and was meeting their needs.

Staff at times could improve how they interacted with people, including when they were handing over information to other staff. At times, those conversations could be overheard by people living in the care home, which could then have the potential to cause distress.

Staff kept up to date records for people, which meant there was good supporting evidence demonstrating the support with people's health and wellbeing needs. Medication systems were set up in a way which was straightforward to use, with methods to audit the use of medication built in. However, we found there could be some improvements in how the information was being recorded, particularly if there had been a change to the initial prescription of medication. We highlighted an error within the medication which had recently occurred, and the service agreed to investigate this. Staff were not recording clearly the reasons they were administering as required medication, and they were not recording if the medication worked or not. The manager agreed to progress this moving forward.

Visiting professionals were positive about the interactions they saw between people, and this was reflected in the responses we received back from those professionals.

Those living in the care home had a personalised plan for activities and several opportunities to be involved in their local community. People's photo activity boards were placed in a convenient location in the dining room. The activities people took part in were meaningful to them and were linked clearly to their preferences.

Visiting within the care home was relaxed and was not restricted in any way. People were being supported to meet with their family and friends where this was their choice.

The environment within the home was homely and there were easy and accessible spaces for people to enjoy. For example, there was the sensory room; people also had bedrooms which were spacious and comfortable.

The care home was clean and tidy and there were safe and robust infection, prevention, and control practices taking place.

How good is our leadership?

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 as very good.

There had been stability in the management within the service, and this was having a positive impact on the leadership within the service.

The Covid-19 pandemic had allowed the provider and service to develop the ways they record and access information in a comprehensive way. This had added many positive impacts to how managers and leaders were able to quality assure the service through routine audits. Staff recorded most of the service information using Microsoft Forms, and the information was stored within an appropriate computer file structure.

This meant the information was stored in an accessible place for those who had the authority to access, which meant they could support staff to make safe and effective decisions about people's care and support.

Leaders took the time to consider accidents and incidents and there was appropriate follow up actions taken to minimise the reoccurrence or to identify the causes.

Audits took place across a range of different aspects within the service and these linked into the service improvement plan. The manager could develop ways to self-evaluate the service against the quality indicator framework, which would help to develop those improvement plans.

External professionals rated the management team positively, commenting there had been improvements on how everyone worked together for the people who lived in the care home.

Overall quality assurance was led well and performing to a very good standard.

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?	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - 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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