

Colleonard Court Care Home Service

2 & 4 Colleonard Court
Banff
AB45 1FP

Telephone: 01261 815 761

Type of inspection:
Unannounced

Completed on:
16 March 2023

Service provided by:
Community Integrated Care

Service provider number:
SP2003002599

Service no:
CS2003039585

About the service

Colleonard Court is registered to provide a care home service to four adults with learning disabilities and physical impairments. This service is managed by 'Community Integrated Care' (CIC). Community Integrated Care is a UK not-for-profit social and health care provider and a registered charity. They work in the community delivering support to people with a diverse range of needs, including adults with a learning disability and complex needs.

Colleonard Court is a small registered care home located on the edge of the rural town of Banff on the North East coast. It is within walking distance of the local shops and other amenities.

About the inspection

This was an unannounced inspection which took place on 8 March 2023. 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 contacted two of their families
- contacted and spoke with staff and management
- observed practice and daily life
- reviewed documents.

Key messages

- The management team and staff have worked hard at building relationships and trust with families and people.
- Communication with families was very good.
- People were experiencing well-coordinated consistent care and support.
- People lead a very active life, supported by staff who know them well.
- The communication between staff and with visiting professionals was very good.
- There was a culture of trying to make people's life and experiences better.
- People's independence, choice and control over their daily lives was not unnecessarily restricted.

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 as very good.

We received very positive feedback about the service and carers. The positive culture in the service was led by the manager. Families said "we were most impressed by the manager and the professionalism, kindness and competence of the staff at Colleopard Court. They were so positive and really wanted to get to grips with all their complex needs." The management team and staff have worked hard at building relationships and trust with families and people.

The communication between staff and with visiting professionals was very good. People were experiencing well-coordinated consistent care and support. There were clear systems and processes to ensure important information was passed on to relevant staff. Staff were supported and encouraged to discuss concerns or identify ways in which communication could be improved on. As a result, people received the care and support that was right for them. People lead a very active life, supported by staff who knew them well. There was an emphasis on what mattered to people and helping them pass their time doing something they enjoyed. This resulted in many positive outcomes. The care and attention taken with people's social health, contributed to their general health and wellbeing.

Clear strategies were in place to support people who may become distressed. Advice, support and guidance had been sought from professionals. Very detailed plans which were based on trust and positive relationships, were in place for people. These plans had been implemented into the care and support provided. As a result, there have been very few incidents of people being very upset, and people were being kept safe from harm.

Staff were aware of people's dietary support needs and any associated risks. People's views, thoughts and wishes regarding meals had been fully considered and changes within the home had been put into practice. This was to ensure people could actively participate in preparing snacks and drinks safely. The service had recognised the importance of supporting, encouraging, and enabling people to remain as independent as possible. As a result, people enjoyed eating in a pleasant, safe, and sociable environments.

The service used electronic care planning and assessment documents. These were easy to access, and the relevant information was easy to find for staff. Care and support plans were detailed and contained some very important person-centred information. Families said that they felt that the staff knew their loved one very well and were given the support they wished. Risk assessments were used when an increased risk to the health and wellbeing of people was identified. This helped inform staff practice to ensure that risks to people were reduced.

Care reviews took place regularly. People were being supported to inform staff what was working for them and what needed changed. Care staff were involved in the review process meaning that reviews were informed and meaningful.

The home was open fully to visitors. Relatives were made very welcome when they visited. The management and staff had overcome several challenges with the changing lockdown guidance over the past few years. People had been kept up-to-date with any changes to the visiting and what was expected of them. This helped reassure people. Staff were actively supporting people to remain connected with the

local community, family, and friends. This helps create a culture of being part of society and feeling included, which was very important for people.

The infection prevention and control (IPC) guidance had been implemented proportionally, taking account of the size and type of service. There was access to appropriate protective equipment throughout the home and this was used appropriately and disposed of safely. The home was clean and there were systems in place to ensure that the cleaning standards would be maintained. Minor issues highlighted during our visit were addressed promptly. The services compliance with (IPC), helped keep people safe and well.

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 was a stable management and staff team in place who were visible and approachable to all. The trust and relationship between the manager and families enabled for ongoing discussions and consideration around people's legal restrictions. This enabled families the opportunity to fully consider their legal duty to oversee decisions regarding their relative's lifestyle, health, and welfare. As a result, people's independence, choice and control over their daily lives was not unnecessarily restricted.

There was a culture of trying to make people's life and experiences better. There were a range of audit tools that were used to inform the manager and senior management about how well the service was performing. It was positive to see that some staff in other roles were involved in the auditing processes. A detailed service improvement plan was in place which was supported by specific action plans to drive continuous improvement. Systems and processes were in place to gain people's views, thoughts and ideas for future improvements that could be made to improve people's lives. This included aspirational outcome reviews for people living in the service, which meant that everyone was clear what support was required to help people achieve their goals. This ensured that the focus remained on improving people's experiences and outcomes.

Staff training and competences were being monitored and assessed. Ensuring that the training was being put into practice and being used to improve outcomes and experiences for people on a daily basis.

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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