

Ranaich House Care Home Service

Leewood Road
Dunblane
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Type of inspection:
Unannounced

Completed on:
8 November 2023

Service provided by:
Cygnet (OE) Limited

Service provider number:
SP2011011694

Service no:
CS2013318502

About the service

Ranaich House is a care home service situated in Dunblane. It is registered to provide a care service to a maximum of 14 adults with a learning disability. The service has been registered with the Care Inspectorate since 3 September 2013.

Ranaich House sits in large garden grounds and has easy access to local amenities in Dunblane. People benefitted from the service having its own vehicle. Some people also had their own vehicles.

At the time of this inspection 13 people were living in the home. Eleven people lived in the main house, while two people had their own self-contained flats located in a building in the garden. The main house is set out over three floors. The en suite bedrooms are located on the top two floors. There is lift access to these floors. The home has a variety of communal spaces including lounges, activity rooms and dining rooms.

The provider of the service is Cygnet (OE) Limited.

About the inspection

This was an unannounced inspection which took place on 7 and 8 November 2023. The inspection was carried out by an inspector from the Care Inspectorate.

To prepare for the inspection we reviewed information about the service. This included registration information, previous inspection reports, and information submitted to us by the service.

In making our evaluations of the care home service we:

- met informally with people who lived in the home
- spoke with managers and staff from a variety of roles in the home
- observed practice and daily life
- received feedback from two family members
- received feedback from four external professionals linked with the service
- sampled support plans and a variety of other documents and recordings
- looked at quality assurance systems

Key messages

- The service was led well.
- Leaders and staff displayed very good values.
- people experienced support with compassion, dignity, and respect.
- People were supported to get the most out life.
- People had very good health outcomes.
- The service had very good quality assurance systems.

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 made an overall evaluation of very good for this key question as there were major strengths in supporting positive outcomes for people. There were few areas for improvement.

People experienced support with compassion, dignity, and respect. Staff provided personalised support for each person living in the home. This benefited their wellbeing and enhanced their day-to-day life. Relationships between staff and people were warm, respectful, and positive. Staff were sensitive and knowledgeable about people's needs and wishes. Everyone we spoke with praised the service. One supported person told us, "I feel happy and safe here".

Staff engaged with people in a way that suited their individual needs, including where people had limited verbal communication. Staff displayed very good insight when there were changes in people's mood and offered appropriate support and reassurance. This meant people's emotional wellbeing was enhanced. People living in the home appeared confident and empowered, and clearly felt valued and respected.

Staff at every level displayed sound values. However, some language and terminology in people's support plans was not reflective of this. We discussed this with leaders in the home, who agreed with our findings and assured us that written terminology would be changed to ensure it was more respectful.

People were enabled to get the most out of life, with options to maintain, develop and explore their strengths, interests, and skills. People were supported to participate in a wide range of social and leisure opportunities, both within the home and in the wider community. Some people had recently been on holiday with staff support. The home employed an activity co-ordinator who took a lead role in facilitating these opportunities. We discussed with leaders how opportunities for people would be further enhanced by looking at more individual community links, including opportunities for college and voluntary work. Leaders were already looking at this and we look forward to seeing progress in the year ahead.

Staff took an enabling approach where positive risk taking was recognised as an important part of people's lives. However, risk assessment documents were not always clear on the actual risk that was being assessed and some risk assessments were not necessary. We discussed this with leaders and were satisfied they would rectify this, including sourcing training for staff on the risk assessment process.

Staff ensured there was a warm and welcoming atmosphere in the home. Family members and visiting professionals all commented on how welcoming the home was. One family member we spoke with said that since moving into Ranaich House, their child "Had their life back, and it's been life-changing for us."

People benefitted from ample space in the home. People had the choice of several sitting rooms so could find a quieter space when they needed it, outwith their own bedrooms. A staff room had recently been converted into a relaxation room. This had been done to a high standard and people commented on how much they enjoyed it. We heard about plans to turn another room into a multi faith/spiritual space and look forward to seeing this at our next inspection.

Ranaich House offered a "home for life" approach for some people. For others, it was a home where people were supported to develop skills in preparation for more independent living. Staff did this very well, and people had made clear progress both in their independence and in their emotional resilience. When speaking with people it was clear that they were proud of their own achievements.

Staff demonstrated a clear understanding of their responsibilities to protect people from harm, neglect, abuse, bullying and exploitation. Measures were in place to prevent this happening and people were confident that if they identified concerns, the service would respond quickly and appropriately to maintain their safety.

People benefitted from having access to a wide range of healthcare professionals. There was at least one nurse on duty every day in the home. The company also employed its own healthcare team. This meant people had regular input from a team of healthcare professionals including psychiatrists; psychologists; speech and language therapists; dieticians; and occupational therapists. This multi-disciplinary approach, coupled with the input of support staff, had led to improved health outcomes for people. We heard from people and their representatives, that both their physical health and mental wellbeing had significantly improved since moving into Ranaich House.

Support plans were generally completed to a good standard. However, they would be improved by ensuring guidance from healthcare professionals was used throughout the support plan. Currently, input from healthcare professionals sat in its own section, separate from the general support plan. It is important that guidance is used to influence people's day-to-day support rather than sitting in isolation. We discussed this with leaders. They acknowledged they were aware this needed to improve. We will check progress at our next inspection.

Staff had successfully supported people to overcome barriers in accessing health screenings. This ensured people had access to the right medical advice and treatment when they needed it. Health recordings were well completed. Medication administration records we sampled were also completed to a high standard.

How good is our leadership?

5 - Very Good

We made an overall evaluation of very good for this key question as there were major strengths in supporting positive outcomes for people. There were few areas for improvement.

There was very good evidence of people being supported to identify and achieve their personal goals and outcomes. People had also achieved a number of goals in terms of their health and wellbeing improving as a result of their support.

Leaders in the service promoted responsibility and accountability within the larger staff team. The registered manager, depute manager, nursing and care staff all had their own quality improvement responsibilities. These fed into an overall service improvement plan which was used to drive quality and outcomes for people. All the staff we spoke with felt supported by managers in the home. Staff demonstrated knowledge of their own role in driving improvement and were proud of people's achievements.

The quality assurance activities taking place were generally very good. There was a regular, planned cycle of quality assurance taking place. External managers also carried out regular monitoring visits and themed audits. Those improvements identified were followed through to completion. This meant improvement was led well and people benefited from high quality assurance activities.

Plans were in place for quality assurance activities to be further enhanced by empowering people who lived in the home to be more involved in comprehensive quality assurance systems and activities. We will check progress with these developments at our next inspection.

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
1.1 People experience compassion, dignity and respect	5 - Very Good
1.2 People get the most out of life	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	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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