

Edward Thomason & Taing Support Services Care Home Service

Seafield Road
Lerwick
Shetland
ZE1 0WZ

Telephone: 01595 745 775

Type of inspection:
Unannounced

Completed on:
10 October 2023

Service provided by:
Shetland Islands Council

Service provider number:
SP2003002063

Service no:
CS2003009594

About the service

Edward Thomason and Taing care home is a residential centre for older people, located in Lerwick overlooking Breiwick Bay. The home is combined of two units, the original and older Edward Thomason unit, and the newer Taing unit. It is accessible and spacious in design with secure garden areas for people to access. The provider is Shetland Islands Council.

The service is presently able to provide a care/respite service to a maximum of 44 adults/older people. At the time of the inspection, there were 39 people living there.

The accommodation has various quiet areas, lounges and dining areas throughout the building. All bedrooms have en suite facilities.

About the inspection

This was a follow up inspection which took place on 10 October between 8:30 - 17:00. 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
- spoke with five staff and management
- observed practice and daily life
- reviewed documents
- spoke with external management

Key messages

- Progress had been made on the requirement in regards to night shift staff.
- Progress had been made in areas for improvements that were previously advised.
- All staff were receiving regular supervision.
- The staff training plan was up-to-date.
- Staff recruitment is slow and agency staff are still being used regularly.

What the service has done to meet any requirements we made at or since the last inspection

Requirements

Requirement 1

By the 10 October 2023 in order to ensure safer care, oversight and effective support for nightshift staff the provider must ensure that that staff providing support overnight are effectively managed. To do this, the provider must, at a minimum:

1. Ensure that each night shift has a staff member with responsibility for shift coordination and oversight.
2. Ensure that there is observation of staff practice for nightshift staff.
- 3 Provide supervision to night staff.

This is in order to comply with Regulation 4(1) (a) and Regulation 15(a) and (b) (Staffing) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14).

This requirement was made on 3 August 2023.

Action taken on previous requirement

The service has appointed a "responsible person" on night shift, however this person does not have seniority to oversee other staff. They have responsibility for the mobile phone for on call/fire warden/controlled drug key, and on other wing they have the clinic key. They do not have responsibility for decision making, oversight, or observation of practice.

Progress had been made in that we saw that nightshift staff had supervision with day shift seniors.

Night shift have been asked to coordinate a day when they can work so that observation of practice can be carried out. This is difficult for some staff as they often have other commitments through the day.

Recruitment has progressed and been approved by the Health and Social Care Partnership for a higher grade nightshift worker. Once appointed this means that observations can take place on shift, as well as having an accountable person on duty. Recruitment is a lengthy process, and as such this requirement has not been fully met.

Therefore, part of this requirement is repeated.

By 22 January 2024 in order to ensure safer care, oversight and effective support for nightshift staff the provider must ensure that that staff providing support overnight are effectively managed. To do this, the provider must, at a minimum:

1. Ensure that each night shift has a staff member with responsibility for shift coordination and oversight.
2. Ensure that there is observation of staff practice for nightshift staff.

This is in order to comply with Regulation 4(1) (a) and Regulation 15(a) and (b) (Staffing) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14).

Not met

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

The provider should ensure an extra staff member that would improve opportunities for people to have meaningful engagement, stimulation and social interaction, to ensure that their needs are met.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I can choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day, both indoors and outdoors' (HSCS 1.25).

This area for improvement was made on 3 August 2023.

Action taken since then

We saw that the Health and Social Care Partnership (HSCP) had been discussing how staff could be put in place to meet this need, and that they were looking at several options. We were informed that social care workers are being encouraged return to more holistic care, which would in turn lead to more interactive opportunities for people experiencing care. The Health and Social Care Partnership (HSCP) were also considering an option of social care assistants being employed to cover this, and other areas of care.

This area for improvement has not been met and has been repeated.

Previous area for improvement 2

The provider should ensure that the quality of décor and floor coverings in lounges, corridors and dining rooms enhances peoples experience and outcomes.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I am able to access a range of good quality equipment and furnishings to meet my needs, wishes and choices' (HSCS 5.23) and 'I experience an environment that is well looked after with clean, tidy, and well maintained premises, furnishings and equipment' (HSCS 5.24).

This area for improvement was made on 3 August 2023.

Action taken since then

We were advised that there has been agreement that work will commence in November 2023 regarding decoration of the care home. However, regarding replacement of carpets and other floor coverings then this will be reviewed again by the Health and Social Care Partnership in December 2023.

This area for improvement has not been met and has been repeated.

Previous area for improvement 3

1.1 - Care plans should be streamlined to ensure that all the required information is easy to find, either for individuals or family.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I am fully involved in developing and reviewing my personal plan, which is always available to me' (HSCS 2.17).

1.2 - The service should, in consultation with people experiencing care, and families, discuss what information in the care plan that they would like easy access to.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I am fully informed about what information is shared with others about me' (HSCS 2.14).

This area for improvement was made on 3 August 2023.

Action taken since then

We saw that care plan folders have not been streamlined and remained as they were in August 2023.

There had been some discussion at team meetings with staff around the care plans and It had been agreed that a questionnaire will be sent out to families asking what they would like to be able to access easily. This information would then be placed in the rooms of people living there.

This area for improvement has not been met and has been repeated.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.