

Care service inspection report

Quarriers - Ashgrove / Glen Valley

Care Home Service Adults

Quarriers Village

Bridge of Weir

PA11 3SX

Telephone: 01505 616019

Type of inspection: Unannounced

Inspection completed on: 5 August 2014



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Service provided by:

Quarriers

Service provider number:

SP2003000264

Care service number:

CS2003001128

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Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

We gave the service these grades

Quality of Care and Support	5	Very Good
Quality of Environment	5	Very Good
Quality of Staffing	5	Very Good
Quality of Management and Leadership	5	Very Good

What the service does well

The service works well with service users to deliver a very good quality of personalised care in a homely and welcoming environment.

The service encourages service users to lead as full and independent lives as possible, whilst ensuring that their health and wellbeing needs are being met.

What the service could do better

The service will benefit from developing and implementing further consultation opportunities for family members who live outwith the area.

The service should ensure it develops a more outcomes focused way of working by using and embedding in practice Quarriers' own version of outcomes focused care planning tool, known as Q Star.

What the service has done since the last inspection

The service has a target to implement the Outcomes Focused Q Star tool within the next month. The manager had some training on this to facilitate a smooth transition to this system.

The service held a staff and service user away day earlier this year. The service had introduced volunteers to work with service users to help support activities and promote social interaction.

Conclusion

This is a very good service that is effectively meeting the needs of service users who have some significant care needs. There are some areas for improvement, some of which the service has identified already. The introduction of an outcomes focused way of working will, if implemented effectively, help the service develop further.

1 About the service we inspected

Care Inspectorate regulates care services in Scotland. Prior to 1 April 2011, this function was carried out by the Care Commission. Information in relation to all care services is available on our website at www.careinspectorate.com.

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Requirements and recommendations

If we are concerned about some aspect of a service, or think it could do more to improve its service, we may make a recommendation or requirement.

- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service but where failure to do so will not directly result in enforcement.

- A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reforms (Scotland) Act 2010 and Regulations or Orders made under the Act, or a condition of registration. Where there are breaches of the Regulations, Orders or conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Care Inspectorate.

Ashgrove & Glen Valley registered as one service with the Care Commission in 2006 to provide support to a maximum of 13 adults with physical and sensory impairments, primarily epilepsy.

The service is provided from two converted villas in the centre of Quarriers Village. It aims to meet people's needs by promoting and maintaining independence, skills and social inclusion.

Based on the findings of this inspection this service has been awarded the following grades:

Quality of Care and Support - Grade 5 - Very Good

Quality of Environment - Grade 5 - Very Good

Quality of Staffing - Grade 5 - Very Good

Quality of Management and Leadership - Grade 5 - Very Good

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.careinspectorate.com or by calling us on 0845 600 9527 or visiting one of our offices.

2 How we inspected this service

The level of inspection we carried out

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

What we did during the inspection

This report was produced following an unannounced inspection which took place on the 4th and 5th of August 2014.

Feedback was given to the Project Manager and one Team Leader on the 5th of August 2014.

During the inspection we looked at a range of information, this included:

- 5 service user records;
- Staff files;
- Policies and procedures;
- Medication audit and action plans;
- Equipment records;
- Health and Safety checks;
- Service User meeting minutes;
- Staff training records;
- Service Audits and action plans
- Team meeting minutes;
- Away Day minutes;
- Accident and Incident records.

We also spoke with four service users, the project manager, a team leader and two staff members.

Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

Inspection Focus Areas (IFAs)

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at www.firelawscotland.org

What the service has done to meet any recommendations we made at our last inspection

The service has met the recommendations made at the last inspection.

The management had accessed and referred to the Care Inspectorate Guidance on Falls Management in relation to one service user who had experienced some falls. The individual was no longer living in the service at the time of the inspection, however risk assessments were in place for other individuals who may be at risk of falls. We found that people who had mobility issues had been supported to access appropriate professional services in order to help meet their mobility needs and minimise the risk of falls.

The service had already implemented some strategies in line with Keys to Life recommendations. These included the use of Hospital Passports to aid high levels of care should service users have to go into hospital.

The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic

Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

The self assessment was completed to a good standard and contained relevant and accurate information. The service had updated the self assessment to reflect new areas of strength and areas for improvement.

Taking the views of people using the care service into account

We spoke with service users during the inspection process. All service users expressed that they were happy or very happy with the level of care they received.

Some comments from service users included

"I like all the staff, I have some favourite staff and they are my staff and help me"

"The staff are really good, we are going on holiday soon"

Taking carers' views into account

We spoke with two family members who both agreed that the level of care their relative received was excellent. They said they felt that they were kept informed of things that were happening in relation to their relative's care, and were notified immediately if there were any concerns around the health or wellbeing of their family member. They confirmed they were confident that their relative led a safe, happy and fulfilling life.

3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 5 - Very Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

Service strengths

We found the service was working at an excellent level in ensuring service users and carers participate in assessing and improving the quality of care and support. We found a wide range of evidence to support our findings. This included:

* Service user's questionnaires which generated suggestions for improvement. The service informed service users, carers and stakeholders about these and acted on them. Suggestions included developing the range of activities that service users could attend. We found evidence that this was being improved on each month and discussed with service users.

* Service users were fully involved in agreeing their care plans and associated risk assessments. There was a good amount of evidence to show that service users had been involved in reviews of their support at 6 monthly intervals or sooner depending on people's needs.

* Monthly summary meetings were held between service users and their key worker. These enabled an assessment of how successful the service had been in meeting the service user's aims for that period. Any aims that had not been achieved were carried over to the following month and we found that these were achieved promptly.

* The communal areas and bedrooms within one of the service bases had been recently decorated and service users confirmed they had been given choices about colour schemes and furnishings. The overall effect was a welcoming and homely environment.

* There were monthly service user meetings. These were well attended and recorded in an easy read and pictorial format. The minutes of these meetings showed us that there was a good range of discussion, that actions from previous meetings were followed up and plans made to act on suggestions service users made. The service users we spoke to confirmed the meetings were useful and they felt listened to.

* There had recently been a service user away day. This had generated a lot of ideas and suggestions for how to improve the service and the use of volunteers had been discussed. We found that this had been acted on within the service, where service users were given the opportunity to act as volunteers in other parts of Quarriers Village and volunteer workers were encouraged to come into the service to offer social activity support to service users. This helped to reduce isolation.

* Service users were encouraged to play an active role in staff recruitment and Quarriers provided training and support to help service users develop skills in this area. We found evidence to support that this was taking place. In addition a service user was actively involved in health and safety induction for new staff. This increased his self-esteem.

* Stakeholders and carers were given an annual satisfaction questionnaire to encourage feedback about the service. The Community Learning Disability Nurse Team Leader we spoke with confirmed that he received these every year, and was also made aware of actions the service was taking to continuously develop.

* The family members we spoke with expressed that they were made to feel at ease within the service, and felt comfortable to talk to any member of staff about any issues they wanted to raise. They also confirmed that their views were sought at each review and we were able to confirm this by viewing minutes of review meetings.

* We noted that service users were involved in contributing to health and safety procedures in the service. This included being informed about food hygiene, fire safety and infection control procedures at the service user meetings. Some service users were encouraged and supported to take part in household activities in order to help develop and maintain life skills. Service users told us they liked being involved in these activities and we felt this enabled service users to maintain and develop skills which could contribute to their quality of life, as well as improving the service.

Areas for improvement

The service could develop and implement methods to consult with family members who live outwith the geographical area. This would help the service further improve its participation opportunities.

We found that some service users were involved in a range of activities within the home. We felt these could be increased and developed and discussed some suggestions for this with the manager. This could help service users increase their skills and confidence and contribute to the overall quality within the service.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Statement 3

We ensure that service users' health and wellbeing needs are met.

Service strengths

The service was working to a very good level under this quality statement. Some examples of how well the service was meeting people's health and wellbeing needs are;

- * We found very good examples of people's health needs being met through being supported to access local GP, practice nurse and dental practices. We also found there was very good access to the local learning disability team which offered a number of specialists to help people cope with aspects of their disabilities, including communication aids and positive behaviour support plans. These allowed service users to be better understood by staff and therefore better cared for.
- * We noted that across the service there was a focus on promoting healthy eating with service users, both individually, and at service user meetings. This was supported through promoting access to activity schemes and local gyms.
- * We observed that the standards of care provided to service users was high, and included responsive care to meet individuals needs and preferences. Service users spoke very highly about the care they received, and said that staff were caring and friendly.
- * Service users' medication was stored in a central locked cupboard. The manager had been discussing with service users about getting lockable cabinets for their own bedrooms in order to promote their independence around their medication. Service users were supported to take their medication in a personalised way, with staff demonstrating good practice in administering medications. There were quarterly pharmacy audits and manager's audits which had highlighted areas for improvement in how the records for as required medication were being kept. We found that since these audits had taken place, and actions had been shared with the team, the improvements were visible in the recording sheets.
- * We noted that service users were happy and confident to speak to staff about their views. The service users told us if they had any concerns or complaints they would speak to their keyworker or the managers.
- * Service users had good experiences of holidays with staff support and service users confirmed this. All of the service users we spoke to had holidays booked over the next couple of months to places they had chosen and with staff they preferred. The family members we spoke to confirmed that their family member goes on holiday every year and has had excellent experiences on holiday that they never expected could be possible.

* The service has a plan to implement the Q-Star system by September 2014. This will assist the service in working in an outcomes focused way.

Areas for improvement

The service user files contained a substantial amount of information. We felt that this could be streamlined to help make the files more readable and accessible to service users and staff. The introduction of Q-Star may help condense the service user files into more user-friendly documents where outcomes can be clearly measured.

We found that in some care plans there were identified needs and risk assessments but it was not always clear how these needs would be met through the care plan. The service should ensure that care plans relate to needs and risk assessments in order to ensure that all staff are clear and consistent in meeting service user needs.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 2: Quality of Environment

Grade awarded for this theme: 5 - Very Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the environment within the service.

Service strengths

Evidence in support of this statement can be found in Quality Theme 1 Quality Statement 1.

Areas for improvement

See Quality Theme 1 Quality Statement 1.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Statement 2

We make sure that the environment is safe and service users are protected.

Service strengths

The service was operating at a very good level under this quality theme.

Both of the service bases were very clean and welcoming. We noted that the service users had full access to communal areas of the service and used these with ease. Service users were encouraged to maintain their independence by accessing the kitchen area to prepare snacks, drinks or meals.

We noted that there were robust checks in place to ensure health and hygiene. Service users were involved in these tasks, where appropriate, and this promoted their awareness of health and safety and encouraged them to contribute to the safety of the environment. We felt this helped to ensure the environment was safe and secure.

Staff training on health and safety issues was up to date and we saw some examples of good staff practice in ensuring health and safety was adhered to. This included food hygiene and advice by the local authority food safety inspector, and medication administration and observation.

Areas for improvement

We felt that the service users' bedrooms and communal areas could be more personalised perhaps with photographs etc to contribute to the homely feel.

Some service users were involved in a range of activities around health and safety including;

Health and safety induction for staff;

Good hand hygiene practice;

Kitchen cleaning.

The service should consider developing this as a means of involving service users in building their skills and knowledge and contributing to the quality of the environment and reflecting this through service users care plans. This could also enable the service users to see their outcomes more clearly.

There are currently plans to extend Ashgrove to allow each service users' rooms to have an en-suite. We saw examples of how service users had been kept informed about the building work plans and encouraged to make choices about how they would like their en-suites to look. The manager should ensure that all risk assessments are in place once work commences and updated on an ongoing basis to ensure safety and minimise disruption for service users.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 - Very Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

Service strengths

Evidence in support of this statement can be found in Quality Theme 1 Quality Statement 1.

Areas for improvement

See Quality Theme 1 Quality Statement 1.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Statement 3

We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

Service strengths

The service was operating at a very good level under this quality statement. Some examples of the service's strengths included;

* We found that staff training was of a good standard. The staff felt that training was very good and enabled them to best meet people's needs.

* Training records were up to date and staff were registered with the Scottish Social Services Council. This demonstrated that staff were motivated to ensure they took responsibility for their continuous professional development. This helped us feel that staff were receptive to developing their practice. This was confirmed with the positive feedback staff provided about the staff away day and their views on training and support they received.

* We found that there were regular and effective supervision and appraisals taking place. These identified development and training needs of staff and were being used to ensure effective care was provided. The appraisals identified learning and practice objectives as well as formal training needs for staff.

* Staff were supporting individuals to go on holiday. Most service users have an annual holiday and this demonstrated staff commitment to ensuring that service users were able to access new and valuable experiences.

* The service had accessible best practice information within the staff office areas, including Keys to Life.

* Team meetings were taking place monthly and from the minutes we looked at we could see that a wide range of relevant topics were discussed and actions from previous meetings followed up. This demonstrated that the service was striving to continuously progress.

Overall this means that the service is very good in ensuring that the staff are professional, trained and motivated and are working to appropriate standards of care.

Areas for improvement

The service should access training on dementia and other age related conditions. This will help inform staff practice around how best to support service users as they get older.

The staff we spoke with were not fully confident about the Q- Star tool. The manager has had some training on this and will be able to support the staff. However, we felt that some formal training for staff on this tool will be beneficial to help this be used effectively within the service.

The service should consider increasing the frequency of the observation of staff in medication administration from annually. We felt this was a useful process to ensure staff skills, knowledge and practice, but would be more effective if it took place more frequently.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 5 - Very Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.

Service strengths

Evidence in support of this statement can be found in Quality Theme 1 Quality Statement 1.

Areas for improvement

See Quality Theme 1 Quality Statement 1.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Statement 4

We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide

Service strengths

We found the service to be operating at a very good level under this quality statement.

There were a number of effective regular quality assurance systems in place such as;

- * Service Audits
- * Manager medication audits and action plans
- * Pharmacy audits and action plans
- * Annual service plan
- * Incident reports and appropriate follow-up actions

Overall the service has a good range of quality assurance systems and processes. The provider should continue to develop these further to ensure that all service users, carers and stakeholders are included in opportunities to assess the quality of the service.

The Care Inspectorate fully supports the principles of the Learning Disability national strategy - Keys to Life. A copy of the strategy has been provided to the service and the inspector has discussed with staff the importance of implementing the recommendations in order to support continuous service improvements and better outcomes for people using the service. We will be assessing progress during our inspections in 2015/16.

Areas for improvement

The service should ensure it implements the Q-Star tool. This should contribute to quality assurance by providing a clear way to observe and measure outcomes for service users.

The service should look at other methods to consult with family members who do not live locally or have easy access to the service to attend reviews. This will ensure that the service obtains feedback from as many individuals as possible and could contribute to the quality of the service overall.

The service should consider developing methods to further involve service users in measuring quality across the service.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

4 Other information

Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

Enforcements

We have taken no enforcement action against this care service since the last inspection.

Additional Information

Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in the Care Inspectorate re-grading a Quality Statement within the Quality of Management and Leadership Theme (or for childminders, Quality of Staffing Theme) as unsatisfactory (1). This will result in the Quality Theme being re-graded as unsatisfactory (1).

5 Summary of grades

Quality of Care and Support - 5 - Very Good	
Statement 1	6 - Excellent
Statement 3	5 - Very Good
Quality of Environment - 5 - Very Good	
Statement 1	6 - Excellent
Statement 2	5 - Very Good
Quality of Staffing - 5 - Very Good	
Statement 1	6 - Excellent
Statement 3	5 - Very Good
Quality of Management and Leadership - 5 - Very Good	
Statement 1	6 - Excellent
Statement 4	5 - Very Good

6 Inspection and grading history

Date	Type	Gradings
23 Aug 2013	Unannounced	Care and support 5 - Very Good Environment 4 - Good Staffing 5 - Very Good Management and Leadership 5 - Very Good
30 Jul 2012	Unannounced	Care and support 5 - Very Good Environment 4 - Good Staffing 5 - Very Good Management and Leadership 5 - Very Good
5 Aug 2011	Unannounced	Care and support 6 - Excellent Environment Not Assessed Staffing Not Assessed Management and Leadership 5 - Very Good

Inspection report continued

22 Dec 2010	Unannounced	Care and support Environment Staffing Management and Leadership	6 - Excellent Not Assessed Not Assessed Not Assessed
29 Jul 2010	Announced	Care and support Environment Staffing Management and Leadership	6 - Excellent 5 - Very Good Not Assessed Not Assessed
5 Nov 2009	Unannounced	Care and support Environment Staffing Management and Leadership	6 - Excellent Not Assessed 5 - Very Good Not Assessed
1 Jun 2009	Announced	Care and support Environment Staffing Management and Leadership	6 - Excellent 5 - Very Good 5 - Very Good 5 - Very Good
14 Nov 2008	Unannounced	Care and support Environment Staffing Management and Leadership	5 - Very Good 5 - Very Good 5 - Very Good 5 - Very Good
6 Jun 2008	Announced	Care and support Environment Staffing Management and Leadership	5 - Very Good 5 - Very Good 5 - Very Good 5 - Very Good

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.

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ہے بایتسرد می ونابز رگی د روا ولکش رگی د رپ شرازگ تعاشا ہی

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本出版品有其他格式和其他語言備索。

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