

## Quarriers - Davidson / Parklands / Kelly Care Home Service

Quarriers Village  
Bridge of Weir  
PA11 3SX

Telephone: 01505 616003

**Type of inspection:**

Unannounced

**Completed on:**

4 October 2018

**Service provided by:**

Quarriers

**Service provider number:**

SP2003000264

**Service no:**

CS2003001127

## About the service

Quarriers - Davidson / Parklands / Kelly is a registered care home that provides accommodation and support for up to 27 adults with learning disabilities, physical disabilities and other health conditions.

The service is provided from three purpose built single-storey buildings and aims to meet people's support needs and promote their independence, skills and social inclusion. It is located in Quarriers Village near Bridge of Weir.

All houses are fully equipped to meet the needs of people. There are also large attractive gardens for people to use. Parklands, one of the houses, is also registered to provide respite in one of the rooms.

Quarriers - Davidson / Parklands / Kelly was registered with the Care Commission in 2006, and transferred to the Care Inspectorate in 2011.

## What people told us

As part of our inspection we sought the opinion of people who used the service, and also the views of families and guardians. We did this through face-to-face interviews and questionnaires. We received feedback from 10 people and the comments were positive, including:

'I'm very happy here. I enjoy my activities and look forward to going on holiday each year.'

'The staff here are good at meeting my needs. All I need to do is ask and they help me with anything. I've liked being with Quarriers since I was young.'

'I like it here. The staff are great.'

'I've got a good room with very nice views.'

'It's a nice place - very homely and welcoming.'

'The staff are very kind and thoughtful.'

'Our son is safe and happy here - he gets on well with the staff.'

'[Person's name] has started volunteering and loves it. Staff organised it and support him [there] and he gets a lot from it.'

'The communication is good. It hasn't always been, but it's been very good recently. The activities have also improved - there's a lot going on.'

'We're happy with the service here.'

## Self assessment

The service was not required to submit a self-assessment for this inspection year.

## From this inspection we graded this service as:

|   |              |
|---|--------------|
| <b>Quality of care and support</b>          | 4 - Good     |
| <b>Quality of environment</b>               | not assessed |
| <b>Quality of staffing</b>                  | 4 - Good     |
| <b>Quality of management and leadership</b> | not assessed |

## What the service does well

Quarriers' Davidson / Parklands / Kelly supported people with a diverse range of needs - from moderate to profound learning and physical disabilities. The service met these varied needs well, and ensured that people generally experienced good outcomes.

People with complex health needs were supported well by staff. We interviewed members of the team and they were confident in supporting people with issues such as peg feeding, epilepsy, dysphagia and skin integrity. For example, we saw that some people with eating and drinking issues were supported to have textured diets, which reduced discomfort and infection. Other people had a history of pressure sores but these had significantly reduced due to staff intervention. We were impressed by the level of skill and range of duties that staff demonstrated.

We spoke with people who had started work placements in the community, which had improved their confidence and wellbeing. These placements were of personal interest to the people, and offered a sense of pride and achievement. Other people attended college and were working towards qualifications. A person enjoyed regularly going to see a local football team. And people were supported on annual holidays, in the UK and abroad, and were fully involved in choosing destinations. We felt that activities were stimulating and meaningful to people. This had led to good outcomes - developing people's skills, confidence and social inclusion.

People were encouraged to be involved and communicate their wishes. There was an away day for people to outwith the service, discuss any issues or aspirations they had, and plan ways they could be achieved. This was facilitated by an Inclusion Group that had experience in supporting people to participate in services.

The service had developed a new group - the enrichment group - that encouraged greater interaction between people living at the three different houses. People met and participated in activities such as music, dance, and arts and crafts. This was a positive new initiative that offered fun activities and opportunities to develop friendships.

Staff appeared motivated to develop their skills. The service had recently introduced champion roles in which workers improved their knowledge in specific areas and shared with the team. For example, we saw that meal planners, and healthy eating in general, had been improved by a nutrition champions.

There was a genuine motivation amongst staff to develop practice across the service. We saw a good example of therapeutic work involving a person living with dementia. Staff helped the person develop a memory book, visit places of interest from childhood and use visual aids.

Staff had access to a comprehensive training programme and support from an experienced management team. This further developed practice and ensured people were supported well.

## What the service could do better

Quarriers' Davidson / Parklands / Kelly had a stable core staff team. However, as a wider team, there were several staff vacancies, particularly at night, which were difficult to fill. These shifts were generally completed by agency staff. We did not find any evidence of reduced standards or negative impact on people. However, there was a risk that prolonged use of agency could result in inconsistent practice. It reduced the ability of the service to forward plan, and also develop areas such as support plans. Team leaders were doing more support shifts, which limited their capacity to complete formal management tasks.

This was evident when we reviewed staff files and saw that supervision meetings and direct observations had declined in number. Whilst the quality of these meetings was very good - they were too infrequent.

People's support plans also needed improvement. They were filled with large quantities of information, some duplicated or unnecessary, and could be archived. Again, the quality of some information was very good, but could be lost amongst the other files.

People's outcomes should be better recorded. We saw that some people had a document called 'people we support outcome plan'. These were person-centred, outcome-focused and offered clear guidance to staff, and we encouraged the service to develop these for others.

The service ensured that the majority of people had six-monthly reviews. However, some had not had any for some time. We asked the service to create a review tracker and ensure that every person had regular meetings in future.

We observed staff practice around medication and they displayed good knowledge of policy and procedures. However, when reviewing medication records, some staff were not completing all areas. For example, when PRN medication was administered, staff were not always recording its result. This is an important way to measure the effects of medication and future needs.

We were encouraged to hear that the service had recently recruited several new members of staff. Overall, direct practice and the experiences of people living at the service was positive. However, due to several factors, including staffing vacancies, some important area such as support planning had declined and needed attention.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Inspection and grading history

| Date        | Type        | Gradings   |
|-------------|-------------|--|
| 5 Oct 2017  | Unannounced | Care and support 4 - Good<br>Environment Not assessed<br>Staffing Not assessed<br>Management and leadership 5 - Very good    |
| 12 Sep 2016 | Unannounced | Care and support 4 - Good<br>Environment 4 - Good<br>Staffing Not assessed<br>Management and leadership Not assessed         |
| 30 Mar 2016 | Unannounced | Care and support Not assessed<br>Environment Not assessed<br>Staffing Not assessed<br>Management and leadership Not assessed |
| 28 Sep 2015 | Unannounced | Care and support 4 - Good<br>Environment 4 - Good<br>Staffing 5 - Very good<br>Management and leadership 4 - Good            |
| 29 Oct 2014 | Unannounced | Care and support 4 - Good<br>Environment 3 - Adequate<br>Staffing 4 - Good<br>Management and leadership 4 - Good             |
| 31 Mar 2014 | Unannounced | Care and support 4 - Good<br>Environment 3 - Adequate<br>Staffing 4 - Good<br>Management and leadership 4 - Good             |
| 9 Oct 2013  | Unannounced | Care and support Not assessed  |

| Date        | Type                     | Gradings   |
|-------------|--------------------------|--|
|             |                          | Environment 4 - Good<br>Staffing 4 - Good<br>Management and leadership Not assessed  |
| 10 Oct 2012 | Announced (short notice) | Care and support 3 - Adequate<br>Environment 3 - Adequate<br>Staffing 4 - Good<br>Management and leadership 3 - Adequate       |
| 15 Aug 2012 | Unannounced              | Care and support 3 - Adequate<br>Environment 2 - Weak<br>Staffing 4 - Good<br>Management and leadership 3 - Adequate           |
| 27 Jul 2011 | Unannounced              | Care and support 5 - Very good<br>Environment Not assessed<br>Staffing Not assessed<br>Management and leadership 5 - Very good |
| 1 Oct 2010  | Unannounced              | Care and support 5 - Very good<br>Environment Not assessed<br>Staffing Not assessed<br>Management and leadership Not assessed  |
| 2 Jun 2010  | Announced                | Care and support 5 - Very good<br>Environment Not assessed<br>Staffing 5 - Very good<br>Management and leadership Not assessed |
| 4 Feb 2010  | Unannounced              | Care and support 5 - Very good<br>Environment Not assessed<br>Staffing 4 - Good<br>Management and leadership Not assessed      |
| 31 Jul 2009 | Announced                | Care and support 5 - Very good<br>Environment 5 - Very good<br>Staffing 4 - Good<br>Management and leadership 4 - Good         |
| 12 Nov 2008 | Unannounced              | Care and support 4 - Good  |

| Date       | Type      | Gradings                  |               |
|------------|-----------|---------------------------|---------------|
|            |           | Environment               | 5 - Very good |
|            |           | Staffing                  | 4 - Good      |
|            |           | Management and leadership | 4 - Good      |
| 2 Jun 2008 | Announced | Care and support          | 4 - Good      |
|            |           | Environment               | 5 - Very good |
|            |           | Staffing                  | 4 - Good      |
|            |           | Management and leadership | 4 - Good      |

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