

Shawburn Care Home Service

18 Monkton Road
Prestwick
KA9 1AR

Telephone: 01292 678 486

Type of inspection:
Announced

Completed on:
8 February 2024

Service provided by:
Hansel Alliance

Service provider number:
SP2003000261

Service no:
CS2003001301

About the service

Shawburn is registered to provide a care service for a maximum of nine adults with learning disabilities. The provider is Hansel Alliance.

Shawburn is a large detached house located in the Prestwick area with easy access to a wide range of local facilities and transport links.

The accommodation comprises two levels with stair access, there are nine single bedrooms with wash-hand basins. There are communal bath/shower rooms, lounge, dining and kitchen areas.

The service states, "Shawburn is 'home' for up to nine individuals who are supported in many different ways in order to lead the lifestyles they choose. All team members are dedicated to ensuring that everyone who resides at Shawburn has the opportunity to realise their full potential and achieve their ambitions. Everyone living at Shawburn is encouraged to have a say in the direction of the service."

About the inspection

This was an unannounced follow up inspection which took place on 8 February 2024 between 11:30 and 13:30. 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 two people using the service
- spoke with two staff and management
- observed practice and daily life
- reviewed documents.

Key messages

- Work had been done to improve the bathing and toilet facilities for all people living in the home.
- The garden area had been improved to make it a more inviting and safe space for people living in the home.
- People were involved in reviewing their support.

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 good is our setting?	4 - Good
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Further details on the particular areas inspected are provided at the end of this report.

How good is our setting?

4 - Good

During the previous inspection on October 2022, we made one requirement under this Key Question. This was about the need for the provider to improve toilet and bathing facilities in the home. The timescale for completion was 27 January 2023.

During an inspection on 31 January 2023, we noted the work had not been progressed to improve the toilet and bathing facilities. We extended the requirement to 1 June 2023.

During an inspection on 7 June 2023 we noted that there continued to be minimal progress to improve the toilet and bathing facilities. This continued to negatively impact on the choices that people had and ensuring that everyone's dignity was maintained during personal care.

We expressed concern to the provider that this work was still outstanding. The provider assured the Care Inspectorate that the work would be going ahead to improve these facilities.

We extended the requirement to 17 September 2023.

It is important that people have access to the outdoors as it helps boost their wellbeing. People told us about the enjoyment that they got from being outside. There is an accessible garden area at the rear of the home, however, it is rundown and needs development. There is a need to ensure that refuse bins are placed in a covered area and are not accessible for people using the garden area. We made a second requirement under this Key Question to ensure that the garden area is developed to create an inviting and safe space for people to enjoy. The timescale for completion was 16 July 2023.

During an inspection on 9 January 2024, we noted that some work had been done to improve bathing facilities and that contractors were due to commence the remaining work on 22 January 2024. We expressed concern to the provider about the length of time it had taken to meet this requirement. We were given assurances that the work would commence and be completed in two weeks. We extended the requirement to 5 February 2024.

We were able to see that work had been done to improve the garden area of the home, making it a more enjoyable space to use. This requirement was met. Details of this can be found under 'What the service has done to meet any requirements we made at or since the last inspection' section of this report.

During an inspection on 8 February 2024 we saw significant improvement to bathing and toilet facilities, promoting people's choices and ensuring everyone's dignity is maintained during personal care. The requirement has been met. Details of this can be found under 'What the service has done to meet any requirements we made at or since the last inspection' section of this report.

We re-evaluated this key question from adequate to good as a result.

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

Requirements

Requirement 1

Extended to 5 February 2024 from 17 September 2023 the provider should ensure that people are able to easily access facilities within the service regardless of their condition.

In order to achieve this:

- The provider should ensure that where a person chooses to access a bath that they are able to do this.
- Toilet facilities should be easily accessible to everyone living in the service.
- The fittings and mobility aids should be rust free in order to be effectively cleaned and prevent risk of infection.

This ensures that care and support is consistent with the Health and Social Care Standards, which state: "The premises have been adapted, equipped and furnished to meet my needs and wishes." (HSCS 5.18) and

"I can easily access a toilet from the rooms I use and can use this when I need to." (HSCS 5.2).

This requirement was made on 28 October 2022.

Action taken on previous requirement

We were able to see significant improvements to bathing and toilet facilities within the home.

The communal wet room had been completely refurbished with new wet wall and flooring and new fixtures and fittings. The floor was not completely finished at the time of inspection but it was to be completed by the end of the week. Residents were able to use an alternative shower facility until this time.

The front bedroom had a new ensuite built which specifically met the needs of the person living in this room. This meant that the person could now use bathing and toilet facilities with dignity. The person and their representatives have been fully involved in the process and making sure that equipment needed to support the person was at the right positions to aid them.

Met - outwith timescales

Requirement 2

By 16 July 2023 the provider must ensure that the garden area is developed to create an inviting and safe space for people to enjoy. In order to do this, the provider must ensure at a minimum:

- a) people living in the home are consulted about the refurbishment plans for the garden
- b) the area is safe and accessible
- c) refuse bins are in a covered space and not accessible to service users.

This is to comply with Regulation 4(1) (a) (Welfare of users) 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 can use an appropriate mix of private and communal areas, including accessible outdoor space, because the premises have been designed or adapted for high quality care and support.' (HSCS 5.1)

This requirement was made on 7 June 2023.

Action taken on previous requirement

There had been significant improvements to the garden area. We saw evidence of people living in the home being fully consulted in the improvements to the garden area. They chose how the bin area would be constructed and what colour this should be.

New seating had been purchased for people to use so that they could relax in this space. Fun activities had been purchased for people's use, such as swing ball and football nets. People were able to enjoy this safe space.

Met - within timescales

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 that risk assessments are regularly reviewed. This will ensure that information about how best to minimise risk is kept up-to-date to guide staff and safeguard people.

This is to ensure care and support is consistent with the Health and Social Care Standards which state: 'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices' (HSCS 1.15)

This area for improvement was made on 7 June 2023.

Action taken since then

We were able to see that risk assessments sampled were all up-to-date and informed staff of potential risk and how to minimise this to safeguard people.

This area for improvement has been Met.

Previous area for improvement 2

The provider should ensure that people living in the home and their representatives have the opportunity to attend a formal review of their care every six months.

This is to ensure care and support is consistent with the Health and Social Care Standards which state: 'My views will always be sought, and my choices respected, including when I have reduced capacity to fully make my own decisions.' (HSCS 2.11)

'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices.' (HSCS 1.15)

This area for improvement was made on 7 June 2023.

Action taken since then

We were able to see that reviews were taking place every six months. People living in the home and their representatives were fully involved in the review of their care. Each review was carried out in a person centred way, to meet the needs and understanding of the person the review was for. This ensured their full participation.

This area for improvement has been met.

Previous area for improvement 3

People have the right to live in an environment which is well looked after with clean, tidy, and well maintained premises, furnishings, and equipment. The provider should ensure the home meets these standards whilst people are living there.

This ensures that care and support is consistent with the Health and Social Care Standards, which state: "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 28 October 2022.

Action taken since then

We were able to see improvements to the environment throughout the home.

The kitchen had been completely replaced, it was more modern and had accessible work surfaces for those who could not reach certain heights. Ensuring people were not excluded from cooking activities.

The dining area had been refurbished with people living in the home involved in choosing the colour scheme and pictures for the walls. This made the dining experience more comfortable and enjoyable. We sampled cleaning schedules and could see that staff were following these and ensuring the home appear clean, tidy and better maintained.

This area for improvement has been Met.

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 good is our setting?	4 - Good
4.1 People experience high quality facilities	4 - Good

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