

Enable Scotland (Leading the Way) - Rosehill Place

Care Home Service

56 Rosehill Place
Livingston
EH54 7DW

Telephone: 01506 418 193

Type of inspection:
Unannounced

Completed on:
23 February 2024

Service provided by:
Enable Scotland (Leading the Way)

Service provider number:
SP2003002584

Service no:
CS2003011013

About the service

Rosehill Place is a care home which is registered to provide care and support to four adults who have a learning disability. Care and support is available 24 hours per day and is provided by Enable Scotland (Leading the Way).

The property is located in a residential area of Livingston comprising of a lounge, dining room, kitchen, one bathroom, one shower room, five bedrooms and utility room. The accommodation is on one level and is accessible for people who use wheelchairs. It has its own enclosed garden and parking.

About the inspection

This was an unannounced inspection which took place on 19 to 22 February 2024. The inspection was carried out by one inspector from the Care Inspectorate.

To prepare for the inspection we reviewed information about the 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 and spent time with four people using the service
- received feedback from one family member
- spoke with and received feedback from four staff and management
- observed practice and daily life
- reviewed documents
- received feedback from visiting professionals.

Key messages

- People living at Rosehill Place were happy and settled.
- Staff were kind and respectful.
- The house was homely and welcoming.
- The service had good quality assurance systems which could be developed further.

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?	4 - 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 found significant strengths in the support provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

People looked well and care was delivered in a personalised way which recognised each person's needs and wishes. Staff provided support with dignity, respect and genuine affection. We observed that residents appeared at ease and comfortable living at Rosehill Place.

People were confident in their service because they were being supported by staff who were familiar. We observed that residents were happy and had positive relationships with other each other and staff. Staff knew people well and took time to listen to and respond to their wishes and preferences. This ensured that people's wishes and choices were respected.

Staff were supporting people to participate in meaningful activities both within their home and out in their local community. They understood the importance of being active and encouraging people's choices and activity preferences. These activities were helping people to keep active and healthy.

People were able to develop and maintain relationships with people important to them. Family members were welcomed and involved in shaping the support that their relative received. There was a clear understanding and value placed on how relationships can help to improve people's wellbeing.

Personal plans and risk assessments were in place for each person. These contained good information on how to support people. This meant that people were receiving the right support at the right time.

Staff were aware of and responsive to changes in people's health needs. They had strong links with healthcare professionals and people were supported to attend health appointments. This was helping to keep people healthy.

Enable Scotland was ensuring that staff received a range of training that was appropriate to people's needs. They were also supporting staff to complete qualifications to promote good practice and meet registration requirements with the Scottish Social Services Council. This was ensuring staff were confident and ensuring good health and wellbeing of people using the service.

How good is our leadership?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

The manager was evaluating people's experiences to ensure that people were being provided with the right support. However, formal processes for feedback from people who use the service, family members and supporting professionals had not been completed since the last inspection. The provider was committed to undertaking self evaluation questionnaires and updating the service development plan. We look forward to see this progressed at the next inspection.

Staff were well supported and there were opportunities for training and development. At the last inspection we noted that team meetings and staff supervision had fallen behind. Since the new manager started, a schedule of team meetings and staff supervision sessions had been planned and commenced. The manager and Enable Scotland were monitoring progress with this. There was a focus on supporting the staff team and ensuring that people were having positive outcomes from the care and support being provided.

Observation of staff practice with medication administration had commenced and there were records detailing strengths and areas of improvement. We suggested to the manager to put in place a plan for routinely assessing and recording staff practice across different themes such as infection protection and control, moving and handling. Routine observations will promote safe and effective support for people.

The service had a culture of learning. They had systems in place to manage accidents, incidents, complaints and compliments. There were clear processes in place with appropriate notifications being made to the local Health and Social Care Partnership and the Care Inspectorate. This approach was enabling the management team to take action to address and learn from events.

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
How good is our leadership?	4 - Good
2.2 Quality assurance and improvement is led well	4 - Good

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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