

Enable Scotland (Leading the Way) - Dunlin Brae Care Home Service

36 Dunlin Brae
Ladywell
Livingston
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Type of inspection:
Unannounced

Completed on:
23 February 2024

Service provided by:
Enable Scotland (Leading the Way)

Service provider number:
SP2003002584

Service no:
CS2003011011

About the service

Dunlin Brae is a care home which is registered to provide care and support to five adults who have a learning disability. The service 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 kitchen, one bathroom, one shower room, five bedrooms, utility room and an office. The accommodation has its own enclosed garden and parking.

About the inspection

This was an unannounced inspection which took place on 21 and 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 five people using the service
- received feedback from two family members
- 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 were happy living at Dunlin Brae.
- People were supported by staff that were compassionate 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.

Staff demonstrated the principles of the Health and Social Care Standards in their day to day practice. Care and support was provided in a personalised way, where people were treated with dignity and respect. There were warm interactions between staff and people living at Dunlin Brae with good humour that residents enjoyed.

Staff knew people well and took time to listen to people and respond to their wishes and preferences. Everyone was encouraged and involved in making choices about their support. This ensured that people's wishes and choices were respected.

Time was taken to introduce and settle new residents moving to Dunlin Brae. Since the last inspection, three people had moved in. Family members were delighted with the arrangements including visits to the home, shadow visits for staff and staff having time to get to know new residents. Relatives told us "I can't speak highly enough of the service" and "It is brilliant, [my relative is loving living there]".

Staff understood the importance of being active and encouraging people's choices and activity preferences. People were supported to maintain their independence and confidence with everyone being encouraged to help out in the house. Support was also provided for residents to explore and participate in meaningful activities both within their home and out in their local community. Residents talked with pride of their achievements in their activities. We could see that activities reflected each resident's personality and interests. These activities were helping people to keep active and healthy.

Residents 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 place on how relationships can help to improve people's wellbeing.

People were being recognised as experts in their own support. Personal plans were individualised and people were involved in shaping their support plan. Some plans have been redesigned and were eye catching, using pictures to convey information which helped people be more involved and able to understand their plan. We look forward to this being extended across all of the personal plans.

Staff were aware of and responsive to changes in people's health needs. They had strong links with health and social care professionals. Where advice and guidance was offered, this was acknowledged and implemented by the staff team. People were supported to attend health screening and specialist health appointments. This was helping to keep people healthy.

The service had recognised the importance of supporting people to eat well in a pleasant environment. Residents were involved in planning their menu for the week, food shopping and preparing their own meals. Mealtimes were flexible to suit each person's activities and often people chose to eat together. Mealtimes was relaxed and sociable. This helped to support people's health and wellbeing.

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.

Family members, and staff, were confident in the management of the service. The manager was described as supportive and approachable. Everyone said they felt comfortable sharing feedback on the service and that the manager would take action.

The manager was evaluating people's experiences to ensure that people were being provided with the right support. However, formal processes for obtaining 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. Team meetings and staff supervision were taking place on a regular basis. 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 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
1.2 People get the most out of life	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	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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