

# Edward Thomason & Taing Support Services Care Home Service

Seafield Road  
Lerwick  
Shetland  
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Telephone: 01595 745 775

**Type of inspection:**  
Announced (short notice)

**Completed on:**  
25 March 2024

**Service provided by:**  
Shetland Islands Council

**Service provider number:**  
SP2003002063

**Service no:**  
CS2003009594

## About the service

Edward Thomason & Taing Support Services is a residential centre for older people, located in Lerwick overlooking Breiwick Bay. The home is combined of two units, the original and older Edward Thomason unit, and the newer Taing unit. It is accessible and spacious in design with secure garden areas for people to access. The provider is Shetland Islands Council.

The service is presently able to provide a care/respite service to a maximum of 44 adults/older people. At the time of the inspection, there were 40 people living there.

The accommodation has various quiet areas, lounges and dining areas throughout the building. All bedrooms have en suite facilities.

## About the inspection

This was a follow up inspection which took place on 25 March 2024. 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 the service manager
- reviewed documents

## Key messages

- The provider, Shetland Island Council, and the service have consulted and have been able to implement a plan that will meet the need for a responsible and accountable night shift member of staff.

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

### Requirements

#### Requirement 1

By the 25 March 2024 in order to ensure safer care, oversight and effective support for night shift staff, the provider must ensure that staff providing support overnight are effectively managed. To do this, the provider must, at a minimum.

1. Ensure that each night shift has a senior and skilled member of staff on site with responsibility for shift coordination, oversight and decision making.

This is in order to comply with Regulation 4(1) (a) and Regulation 15(a) and (b) (Staffing) 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 have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14).

**This requirement was made on 29 January 2024.**

#### Action taken on previous requirement

The provider has been liaising with the service manager in order to devise a suitable plan to ensure that each night shift has a senior and skilled member of staff on site with responsibility for shift coordination, oversight and decision making. We saw that the plan has now been implemented and is working well. There is an appointed responsible member of staff on each night shift who has increased oversight and decision making responsibilities. We could see that the staff members had been well informed of their responsibilities in both verbal and written form; it has also been recorded by each that they have a full understanding of the new job role. Notes and information for all people being cared for is recorded well throughout the night, and full information is now handed over to morning staff. This is done verbally and in writing and ensures that no information is missed. The responsible night shift person/s are clear about who they should contact if there are any incidents or concerns that need further input from other professionals. We consider this requirement has been met.

**Met - within timescales**

## 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).

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