

Enable Scotland (Leading the Way) - Rowan Street Care Home Service

130 Rowan Street
Blackburn
Bathgate
EH47 7EA

Telephone: 01506 633 952

Type of inspection:
Unannounced

Completed on:
29 February 2024

Service provided by:
Enable Scotland (Leading the Way)

Service provider number:
SP2003002584

Service no:
CS2003011010

About the service

Rowan Street 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 Blackburn comprising of a lounge, dining kitchen, two bathrooms, four bedrooms, utility room and an office. The accommodation has access to a shared rear garden with neighbouring flats.

About the inspection

This was an unannounced inspection which took place on 26 and 27 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 three family members
- spoke with and received feedback from staff and management
- observed practice and daily life
- reviewed documents
- received feedback from visiting professionals.

Key messages

- People experienced care and support from staff who were compassionate, caring and respectful.
- Staff recognised changing health needs and shared this information quickly with the right people.
- 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, where people were treated with dignity, respect and genuine affection. There were warm and gentle interactions between staff and people living at Rowan Street. Staff were attentive and responded positively to people's needs and wishes.

People, and their family members, were confident in the care and support that was being offered. Support was provided by a small and consistent staff group who were well known to people. Staff knew people well and took time to observe and listen to people, responding to their wishes and preferences. This ensured that people's needs and wishes were understood. Family members described the service and staff as "excellent" and how they "couldn't have wished for better".

People enjoyed participating in a range of activities. Staff shared photographs of different activities which they had carefully adapted so that they were accessible and inclusive. We could see that activities reflected each person's personality and interests. These activities were helping people to keep active and healthy.

Staff were trained and understood their role in supporting people with their health and wellbeing. Where additional information was required to assist staff in their role, the manager was taking time to share this in a supportive and appropriate way to ensure they understood their role. The team were seeking support and guidance from health and social care professionals to ensure that people's wellbeing was promoted and that their needs were being met in the right way.

During the inspection, the staff team were going the extra mile to provide additional care to one person. This was being provided with sensitivity and compassion. The team were working very closely with health professionals to ensure that they were meeting the person's needs and keeping them as comfortable as possible. This enabled the person to remain in the comfort of their own home in the care of familiar staff.

People were eating well. Staff knew people well and used this knowledge to inform menu planning. There was flexibility around meal preparation and there was a social atmosphere at mealtimes with some of the residents eating together in the company of staff. Staff had a good knowledge of people's meal preferences and mealtime support including food textures. This was helping to keep people healthy.

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 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 put in place self evaluation questionnaires and updating the service development plan. We look forward to seeing 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 to improve. 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 and 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	6 - Excellent

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

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