

Harbour Care Centre Care Home Service

91c High Street
Dysart
KIRKCALDY
KY1 2UQ

Telephone: 01592 650800

Type of inspection:
Unannounced

Completed on:
11 March 2024

Service provided by:
Enhance Healthcare Ltd

Service provider number:
SP2012011938

Service no:
CS2023000111

About the service

Harbour Care Centre is a care home registered to provide support to a maximum of three people with personal and or psychological care needs. At the time of this inspection they were supporting two people. The service was registered in April 2023, is part of Enhance Healthcare Ltd and is attached to Harbour Care Home (CS2014329901), which is ran by the same provider. The manager of Harbour Care home is also the manager of Harbour Care Centre.

About the inspection

This was an unannounced inspection which took place on 6 March 2024 . The inspection was carried out by two inspectors 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:

- spent time in the service observing practice and daily life
- reviewed documents
- spoke with visiting professionals
- spoke with four staff and management.

Key messages

- People's wellbeing benefited from strong multi-agency working
- Staff training was reflected of the needs of the people in the service
- Care plans were person centred but would benefit from review to ensure they are up to date
- Quality assurance systems were in place.

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?	4 - Good
How good is our leadership?	3 - Adequate
How good is our staff team?	3 - Adequate
How good is our setting?	5 - Very Good
How well is our care and support planned?	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?

4 - Good

We awarded an evaluation of good for this key question. This means we found several important strengths which had a significant positive impact on people's experiences. Some improvements were needed to maximise wellbeing and make sure people consistently experienced positive outcomes where possible.

We saw examples of care that was respectful and considerate. Staff evidenced promoting supported people's choices and identity. The support available was flexible, taking into account people's health needs and promoting independence. For example, one supported person was able to come and go from the service, as they wished. Another had free access to a large outdoor space. The service also promoted independent access to cooking and laundry. This promoted people's rights, choice and control.

People should be supported by staff that know them well. We found that one supported person's care and support was more consistent, and outcome focussed than the other. The provider recognised the benefits of developing a consistent core team for everyone living in the service. They discussed with us their plans to create a senior position to lead and direct the care for all supported people. This would help to ensure people have the right support in place, at the right times, provided by staff by know them well.

We found evidence of strong multi-agency partnerships in place for supported people, to guide appropriate levels of care. This included regular reviews from social work and relevant health professionals. We found that some care plans reflected this and followed best practice guidance, however this level of detail was inconsistent. See Area for Improvement in key question 5 section of this report.

How good is our leadership?

3 - Adequate

We evaluated this key question as adequate. This is reflective of the current systems that are in place within the sister service, Harbour Care Home, which is in the attached building and supported by the same management team. Although we found some examples of quality assurance systems that were being used to support good practice standards in the Harbour Care Centre, this required further work.

Improvement plans should be in place to drive change. We saw a service action plans for Harbour Care Centre that recognised the need to improve access to service user specific training and implementation of core staffing teams. Action plans also evidenced that there had been input from supported people in environmental improvements, for example decoration. This meant peoples' needs, views and wishes were central to any changes implemented.

We found good oversight in place to manage staff training and supervision. Daily managers walk rounds were effective in maintaining good standards. Nursing input from the sister home meant that medication was well managed. The service recognised the need to introduce more quality assurance processes to this service. See Area for Improvement 1. This would ensure that the service was continually evaluating its effectiveness in supporting people to achieve their outcomes.

Areas for improvement

1. The provider should ensure that audit processes are in place and effective in identifying areas for improvement. Where areas for improvement are identified, they should contribute to a development/improvement plan for the service.

This is to ensure that care and support is consistent with Health and Social Care Standards (HSCS) which state that: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.' (HSCS 4.19).

How good is our staff team?

3 - Adequate

We evaluated this key question as adequate. While the strengths had a positive impact, key areas need to improve.

People should be confident that staff supporting them have the right skills and competence. Staff had access to a wide range of learning and development resources which were delivered online or in person. Staff we spoke with and observed, demonstrated having the right skills and knowledge. Continued agency use gave some concerns around consistency and confidence that all staff had the right skills and knowledge. The service should review how it measures competency, not only for its permanent staff, but also agency staff. See Area for Improvement 1. This would help to ensure that people are supported by staff that have the right skills to meet their needs.

Areas for improvement

1. Staff working in the service should receive regular supervision and review of competency to ensure their learning and development needs are met and they have the right skills to support people to meet their outcomes.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states 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).

How good is our setting?

5 - Very Good

We evaluated this key question as 'very good'. We found significant strengths in aspects of the support provided, resulting in positive outcomes for people.

People were able to access secure outdoor spaces and could move freely in and out of doors as they chose. One supported person had access to a garden area with rubber flooring due to their risk of falls, this evidenced a setting that met their needs. The environment promoted independent living with access to a kitchen where people could cook, make drinks and snacks, and use the laundry facilities. We observed this being used during the inspection. People were supported to make their own choices about how to spend their day, using both the communal spaces and their own rooms to be active and have privacy as they wished. This allowed individuals the opportunity maintain their self-care and life skills.

Rooms were personalised and the service was clean, comfortable, and well maintained. We found evidence of technology being used to support and enhance care. For example, a touch pad seizure recording unit, to aid staff in accurately timing seizure length. We saw that people were involved in directing how the space was used and furnished. This gave people a sense of ownership, and self-direction, benefitting their wellbeing.

How well is our care and support planned?

4 - Good

We awarded an evaluation of good for this key question. This means we found several important strengths which had a significant positive impact on people's experiences. Some improvements were needed to maximise wellbeing.

Support plans and risk assessments should effectively lead care delivery. We found examples of plans that were personalised and reflected well, the needs and wishes of the supported person. Use of best practice guidance was evident with a strong use of multi-disciplinary input to promote good health and wellbeing. We found a good level of recording around people's daily care and support. This gives confidence that people's health and wellbeing benefitted from care planning.

We found that some plans and risk assessments required reviewing to ensure that they accurately reflected people's current wishes, choices and reflected best practice guidance. See Area for Improvement 1. Plans would also be enhanced by recording in an easily accessible way, any legal proxies that are in place and what specific powers are agreed. This helps to guide support staff in promoting choice and independence, whilst ensuring that people are safe from harm.

Areas for improvement

1. To promote responsive care and ensure that people have the right care at the right time, the service provider should ensure that people have person-centred care plans in place, that offer clear and up to date guidance to support staff.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: '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).

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?	4 - Good
1.1 People experience compassion, dignity and respect	4 - Good
1.2 People get the most out of life	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - Good

How good is our leadership?	3 - Adequate
2.2 Quality assurance and improvement is led well	3 - Adequate

How good is our staff team?	3 - Adequate
3.2 Staff have the right knowledge, competence and development to care for and support people	3 - Adequate

How good is our setting?	5 - Very Good
4.2 The setting promotes people's independence	5 - Very Good

How well is our care and support planned?	4 - Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	4 - Good

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