

Riverview Care Home Service

43 Peace Avenue
Quarriers Village
Bridge of Weir
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Telephone: 01505 616 001

Type of inspection:
Unannounced

Completed on:
30 May 2024

Service provided by:
Quarriers

Service provider number:
SP2003000264

Service no:
CS2003001118

About the service

Riverview offers respite care and short breaks (further referred to as respite care) for up to six adults with learning and/or physical disabilities including health conditions such as epilepsy. It is located within Quarriers Village near Bridge of Weir. The service provider is Quarriers.

Riverview is a two-storey Victorian building that has six bedrooms, a large conservatory which holds the dining area and a lounge in an open plan setting. A sensory room is available which can also be used for other activities, as required. A lift in the house allows for access to both floors.

People who use the service are referred to as guests and are able to personalise their bedrooms during their stay.

There is also a large, accessible and enclosed garden for guests to use. Guests also benefit from the use of a minibus during their stay. The house is situated at the outskirts of the village and is surrounded by countryside.

In June 2023, Quarriers requested a variation to move their Riverview service into their service previously known as Merrybrook. We granted this variation in November 2023.

About the inspection

This was an unannounced inspection which took place on 24, 27, 28 May 2024 between 07:00 and 14:30. Feedback was provided on 30 May 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 16 people using the service and five of their family/representatives
- spoke with nine staff and management
- observed practice and daily life
- reviewed documents.

Key messages

- Guests enjoyed their stay and looked forward to their breaks at Riverview.
- Staff engaged well with people and their interactions were compassionate, caring and fun.
- Staff worked hard to ensure guests enjoyed themselves and were well looked after during their respite stay.
- Care planning documentation was not easy to work through, we have asked the provider to review this.
- Families and carers valued the service.

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
How good is our staff team?	5 - Very Good
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?

5 - Very Good

We evaluated this key question as very good where significant key strengths in the support of people was evident. This supported positive outcomes for people using the service.

Our visits coincided with two groups of guests leaving Riverview and the arrival of one group. During all visits, positivity, fun and cheeriness were in abundance. Guests loved their stays at Riverview - some spoke about how much they loved their holiday. Staff knew their guests well and supported them with kindness, tenderness and a cheery disposition. Guests responded well to staff support. There was an easy, comfortable and welcoming atmosphere about the house.

Unlike many other care home settings, guests spend only short periods in Riverview. As such, staff have responsibility for their guests' health needs during their stay but it is not to the same level of involvement that would be expected in a long-term care setting. For example, guests do not go to Riverview if already unwell and if they do become unwell, they will more often than not return to their own home and the comfort that would be found there.

Medication management ran well, recordings were made where needed and checks were in place to ensure staff practice was safe and kept people well. In recent weeks, all parents and carers were contacted to ensure that all legal paperwork was up-to-date and in place. It is important that guests' rights to consent to medication and associated support are protected by using the correct legal paperwork.

Families and carers spoke positively of the service. One family member commented that not only did their loved one enjoy the break, so did they. Respite care offers support to families and carers and it is important that they are given time to themselves to help them with their caring role. This was a service that was valued by all who used it.

Guests were not short of something to occupy their day. Staff made good use of the minibus and did not let the weather hold them back from popping down to the coast or to a local town. One guest spoke of their great day out at the shops with a staff member of whom they were very fond of. They enjoyed having a special day distinct from others in the group. Group activities are not for everyone and work was ongoing to explore and support guests to look at any other ways they would like to spend their time. We were confident that guests' wishes were being considered whilst also taking time to encourage different options for their stay. This had the potential of opening up new opportunities for guests.

Meals were sociable affairs and all guests were offered choices which reiterated that planning was based around guests' likes and wishes. Takeaways were also commented on as a wee treat which was enjoyed as part of the holiday for many. Some people required assistance with their meals, this was offered in a friendly, encouraging and well-paced manner. We asked management to be mindful of specialised diets and support around meals and drinks and to ensure all staff training and understanding is up-to-date. Most staff had completed PEG (percutaneous endoscopic gastrostomy) training but it would offer more flexibility if more staff were able to carry out this role when considering staff deployment.

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.

There was a service improvement plan with a variety of actions in place which evidenced a desire to look at what was needed to improve the service and how to do it. Improvements were identified through a variety of ways. Sometimes from internal audits but also through using audits from their external management team.

Guests should also be able to input into service plans and as such it is important that their views are gathered. This is done formally by a call to guests and families before each visit to check that care plans remained relevant and whether there were any particular wishes for how the respite should go.

There is a social media page for guests and families to use. It is intended to use short question polls on this which may be quicker and easier to fill in than a large questionnaire to gather views. Newsletters were previously in place and were due to start again and they too will have an opportunity for guests and families/carers to offer feedback. We hope to hear about their usefulness during the next inspection.

Team meetings were in place and staff reported an open leadership team and that they felt they could approach all leaders for support. Staff supervision was in place and observations of practice took place. We discussed expanding the training opportunities available to staff and using the Scottish Social Services Council (SSSC) Open Badges and TURAS (NHS Education for Scotland) which could support staff to explore further training which was relevant to the guests supported. Guests benefited from a confident and competent staff team.

How good is our staff team?**5 - Very Good**

We evaluated this key question as very good where significant key strengths in the support of people was evident. This supported positive outcomes for people using the service.

There was evidence that staffing numbers and skills mix was in place to ensure that support is available as required for guests. For example, numbers were increased during changeover days and when guests needed more staff to support them, this too was in place. Rotas were amended so that if a day out was planned, it was not interrupted by staff needing to finish a shift midway through the day. As such, it was clear that staffing was designed around the needs of guests.

Staff felt they worked well as a team in general. Good teamwork contributed to a positive atmosphere which guests benefited from. They were committed to working flexibly to ensure shifts were covered and guests got the most out of their stay. However, some staff felt that Quarriers could do more to acknowledge their hard work and commitment to the rota in the face of ongoing recruitment challenges.

Rotas are often subject to change due to sickness and annual leave and when a team is small this can be hard to manage. Some leaders felt that there was the repetition of information required across various recording systems which added to the time taken to resolve issues. Staff were conscious that they did not want to be involved in repetitive work which took them away from their core roles of working with the guests directly or supporting staff. External management assured us that this was due to finish shortly as old systems were making way for a new one and the crossover period was coming to an end. This will ease some of the recording pressures for leaders when dealing with rotas.

How good is our setting?

5 - Very Good

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

Riverview is now in a new home, albeit is in an older building. The new Riverview started welcoming guests in November 2023.

Riverview was bright, fresh and welcoming. Guests spoke highly of it; they enjoyed the bigger area for dining and the conservatory offered a communal space that was well used at all points of the day. A sensory room was available for use when guests wanted a space where they could find comfort and calm in their day. Having a lift in the new house meant that guests could be part of the whole house and not be restricted to one floor living.

A large, enclosed garden was also available for guests to use. It was an area which could do with further development to make it more attractive, and management hope to do more work in it over the summer. They also hope that it will serve as an area where guests can get involved in outdoor and gardening activities if they so wish.

Maintenance checks were in place, as required, this helped to ensure that the building, facilities and equipment were fit for purpose.

Riverview was very clean. Due to the high turnover of guests in the week, deep cleaning of bedrooms effectively took place twice a week. Communal bathrooms were well-furnished with appropriate equipment to ensure dignified options for changing for those with physical disabilities.

Infection prevention and control measures were in place but we have asked management to review the guidance and ensure staff fully adhere to good practice as noted in the Care Home Infection Prevention and Control Manual (CH IPCM).

On our first day, we found that mattress checks were not properly used and as such this resulted in new mattresses having to be put in place. There was a prompt response to concerns raised and a system was implemented to reduce the likelihood of this recurring. Going forward, we were confident that this issue should not arise again.

How well is our care and support planned?

4 - Good

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

Care planning was an area that was being progressed and improved upon. It formed part of the service improvement plan. Staff were working hard to develop new care plan summaries which were easy to read, detailed and contained relevant health and wellbeing information. Importantly, a sense of the guest and their likes, dislikes and what they wanted out of respite was a positive feature of the summaries. Some did need clearer accounts of the risks that were around for guests. Staff knew and understood such risks but in order that there is absolute clarity, it should be recorded clearly.

Given the service can support 92 guests over a year, this is a large task and a rationale was in place to capture this information prior to each guest's stay which reduced the risk of guests coming in and staff not being clear on what was needed to support a successful stay. Although we were concerned about one particular summary not being up-to-date, it was dealt with promptly. We were satisfied that staff were on the right track to make the identified improvements.

However, behind these summaries is a care plan 'folder' which we found bulky, hard to use and off-putting for guests and staff to refer to. As such, we found they were unhelpful. There was a sense that they weren't designed to fit the bespoke nature of respite and were more closely aligned to people's permanent homes rather than guests' needs. We discussed this with management with a view to care plans being reviewed for respite and linking in with other similar services within the organisation including Children's Services (see area for improvement 1). Management was responsive to this.

Reviews take the form of two distinct pieces of work. Prior to every stay, a call is made to families and carers to ensure the care plan is up-to-date and relevant. This is really important for staff as they may not have seen the guest for several months due to the way that respite works. Some guests use it frequently throughout the year and some may only use it once every six months. These pre-visit calls reassured us that care plans were being kept up-to-date. We suggested that staff could better record what the stay meant to a person as sometimes this tended to be quite task orientated. We saw how much guests enjoyed their time at Riverview, they also told us that. However, at the end of each stay, that positive message was not always captured in recordings.

Further reviews took place which were part of a multi-disciplinary approach where guests may use other services such as day services or care at home. There was flexibility around whether or not staff led on these reviews or whether other agencies did so. Staff attended these and had a planner in place to carry out further multi-disciplinary reviews in the future as required. Some reviews were held by other agencies and it was helpful for staff to hear and understand guests' experiences at home and with other services. It was also important that staff were able to share information as to what the respite experience was like for those using it. Guests are best supported when all involved are clear on who the person is and what makes them who they are.

Areas for improvement

1. To support guests' care planning, the provider should review the documentation used to ensure it is accessible to people in a format that is meaningful to them in a respite stay.

This should include, but is not limited to, involving guests, staff, families/carers and similar services within the organisation. The provider should share their findings with all previously noted and action changes as required.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: "I am actively encouraged to be involved in improving the service I use, in a spirit of genuine partnership" (HSCS 4.7) and "I am fully involved in developing and reviewing my personal plan, which is always available to me" HSCS 2.17).

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
1.3 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
How good is our staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good
How good is our setting?	5 - Very Good
4.1 People experience high quality facilities	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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