

Riddrievale Service Care Home Service

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Glasgow
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Telephone: 01417 702 320

Type of inspection:
Unannounced

Completed on:
31 July 2024

Service provided by:
The Mungo Foundation

Service provider number:
SP2003000182

Service no:
CS2006137042

About the service

Riddrievale Service is a care home registered with the Care Inspectorate to provide a respite and short break service, to a maximum of nine people with learning disabilities and/or physical disabilities.

The service is provided by the Mungo Foundation, a social care charity founded on the principles of social justice and social inclusion and dedicated to caring and supporting vulnerable people in our community.

The accommodation is provided over two levels with several communal spaces and accessible outside space for people to enjoy. Of the nine bedrooms, seven have en suite facilities. There are a further four communal bathrooms.

Riddrievale has a minibus to take people from their home or day centre to the service and for social activities.

At the time of this inspection visit there were eight people being supported at the service.

About the inspection

This was an unannounced inspection which took place on 30 July 2024. The inspection was carried out by three 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:

- spoke with six people using the service and five of their relatives.
- spoke with 11 staff and management
- observed practice and daily life
- reviewed documents
- spoke with three visiting professionals.

Key messages

- People benefited from good quality support from a dedicated staff team familiar with their needs and preferences.
- The service was valued by those who attended and their relatives.
- The service was led by approachable and responsive managers who were committed to making improvements.
- Existing quality assurance systems should be further developed to inform ongoing positive change.
- The provider was working through an environmental improvement plan.
- As part of this inspection, we assessed the service's self-evaluation of key areas. We found that the service had begun to use self-evaluation, however, further work is required to develop this approach to support improvement.

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?	4 - Good
How good is our staff team?	4 - Good
How good is our setting?	4 - 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 evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

The stable staff group at Riddrievale Service demonstrated a commitment to supporting people to achieve their stated outcomes. We saw warm and kind interactions between staff and people who used the service. It was clear that staff knew people well and engaged positively with them. This promoted trust and meant people felt valued.

People were supported by a motivated and knowledgeable staff team. Pre and post admission assessments were undertaken to ensure people received the right care and support. A communication book and daily staff handover promoted effective information sharing. This meant that people could be confident staff were responsive to their changing support needs. We identified some inconsistencies in personal plans. Please see Key Question 5 of this report for further comment.

People spoke highly of the staff group and support they received, "I love my staff they are great" and "this is like a holiday". There were regular opportunities for people to participate in activities inside and outside of the service. A dedicated coordinator organised social activities and a "Community Champion" had recently been appointed to ensure people were supported to maintain community links. Evidence on display throughout the service demonstrated that people were supported to enjoy activities within and out with the service. One person told us they liked dancing, music and karaoke, bingo, shopping, bowling and meals out. Another individual liked trips out in the minibus. One family shared they appreciated a report on what activities their loved one had been involved in during their stay at Riddrievale.

It was evident that relatives valued the service. They spoke of approachable staff and management and shared that if they raised concerns these were listened to and dealt with. Families told us, "They are a god send", "They are keen to get it right". One relative described the service as a "lifeline".

Staff worked closely with other agencies to promote people's health and wellbeing. External healthcare professionals we spoke with expressed confidence in the service. One said, "staff are friendly and professional" and commented on "good communication with management".

There had been no permanent cook in place. Although people told us they liked the food, management recognised that developments could be made in this area. The service planned to promote healthy eating options and offer people a visual choice of meal to support decision making. A cook had recently been recruited to facilitate improvements.

Recent improvements in how the service managed medications helped ensure individuals were supported to take the right medication at the right time. Ongoing audits were being undertaken to help ensure this improvement was sustained.

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.

People can expect to use a service that is managed well. The staff team spoke positively about the manager who was described as approachable and supportive. It is expected that recent senior appointments will support the ongoing development of the service.

A quality assurance system in place supported a culture of continuous improvement. A range of audits assessed the quality of the service and compliance with expected standards. The outcome informed a comprehensive improvement plan. We saw occasions where the audit system had informed positive changes in practice, including medication management. Accidents and incidents were monitored with appropriate actions taken where needed. However, some quality assurance documentation used was repetitive and not relevant. This would benefit from review. The manager accepted the current format of the improvement plan could be developed. A more concise service improvement plan may support the service to prioritise where improvements were needed and reflect those achieved.

Appropriate systems were in place to monitor staff were registered with the appropriate professional body. Checks on staff practice and oversight of training helped ensure that staff were knowledgeable and worked to the expected standards.

Staff attended team meetings and one to one supervisions sessions with their line manager. This gave an opportunity to express their views on what was working well and discuss where developments were needed. This meant staff felt listened to and valued.

Feedback was actively sought from people who use the service and their relatives. Feedback forms contained action points to reflect the response to any areas of improvement identified. Service user forums gave people who use the service the opportunity to share their views and inform how the service was run. This helped ensure people got the most out of their time at Riddrievale.

How good is our staff team?

4 - Good

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

The staff team worked flexibly to benefit people who experience care. There were sufficient staff to meet the needs of people. Staffing levels were reviewed in accordance with the assessed needs of people.

Staff were recruited in accordance with best practice guidance. An induction programme helped prepare them for their role. Staff training included a blend of online and face to face training. Records sampled demonstrated appropriate learning achieved by staff.

Formal supervision with managers gave staff the opportunity for reflective discussions on their development and practice. Staff practice was observed to reinforce good practice and address areas that required further development. Staff spoke positively about the training and support they received. This promoted a culture of continuous learning and improvement.

How good is our setting?

4 - Good

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

Riddrievale Service offered a warm and welcoming environment to people. The entrance was bright and airy. Hallways were adorned with many photographs of people enjoying outings and activities. People benefited from sufficient space to meet their needs. This included a choice of communal lounge spaces, a garden area and cinema, games and sensory rooms. Clean and comfortable bedrooms were single occupancy which helped ensure privacy. The manager accepted some chipped paintwork needed attention. Of the nine bedrooms, seven had en suite facilities with a further four communal bathrooms available.

It was evident that environmental improvements had taken place since the last inspection. People who use the service had been involved in choosing the décor. This helped ensure people felt listened to and were comfortable in their environment. The provider was working through an environmental improvement plan to ensure that Riddrievale Service was a pleasant place to stay. We asked that priority be given to improving the kitchen area as this was in a poor state of repair. (See area for improvement 1).

Arrangements were in place to ensure that equipment was appropriately maintained and safe for use.

Areas for improvement

1. The provider should prioritise the completion of kitchen repair work.

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

'I experience an environment that is well looked after with clean, tidy and well maintained furnishings and equipment.'(HSCS 5.22).

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 people and clearly outweighed areas for improvement.

People can expect their personal plan to set out how their needs and choices will be met. Peoples needs and wishes were reviewed at the beginning and end of each person's stay. This helped to ensure that planned care interventions remained relevant.

Personal plans were detailed and provided a good insight into people's needs, preferences and desired outcomes. Plans took account of known risk factors and planned interventions to mitigate these. Formal reviews of care arrangements were undertaken with the appropriate individuals. This helped to ensure that peoples care was right for them.

The service used both paper and electronic care records. We found a few inconsistencies between the information recorded on each system. The management team should review the approach to personal planning to support consistent record keeping.

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
1.3 People's health and wellbeing benefits from their care and support	4 - 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?	4 - Good
3.3 Staffing arrangements are right and staff work well together	4 - Good
How good is our setting?	4 - Good
4.1 People experience high quality facilities	4 - 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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