

Forward Vision Care Home Service

Royal Blind School
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Type of inspection:
Unannounced

Completed on:
24 July 2024

Service provided by:
Royal Blind Asylum and School Trading
as Sight Scotland

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CS2009234136

About the service

Forward Vision is located within the grounds of the Royal Blind School, Canaan Lane, and consists of four houses, Lomond, Morlich, Katrine and Canna. Each house has spacious living areas, kitchen, single bedrooms and well equipped bathrooms. The houses have access to an enclosed, safe garden area. The houses are well maintained, furnished and decorated.

Forward Vision has its own secure entrance and the location allows very good access to local amenities and transport links. Each house has a dedicated senior and staff team.

Forward Vision is a service for 19 adults aged 16 and up who have a vision impairment as well as other needs which are of a complex nature.

The focus of the placement is to support young adults with visual impairments to live full lives and develop a range of living skills.

About the inspection

This was an announced inspection which took place on 17, 18 and 24 July 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:

- spoke with and received questionnaires from approximately 16 people using the service and 14 of their family and friends
- spoke with and received questionnaires from approximately 29 staff and management
- observed practice and daily life
- reviewed documents.

Key messages

- The service was warm and welcoming
- Staff knew people well and could understand how people communicated
- Staff training and competency checks took place
- Care was delivered in a discrete manner
- Relatives commented that they were happy with the quality of care provided by 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 staff team?	5 - Very 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 have evaluated this service as performing at a very good level. This meant that the service demonstrated major strengths in supporting positive outcomes for people. Performance at this level does not require significant adjustment.

People were well groomed with clean and tidy clothing. Relatives commented: "xxx is always clean and oral care/nail care/shave/hair always nice and clothes well looked after."

There were a number of professionals who supported the home to deliver high quality care. This included GP, community nurses, dietitians, learning disability nurses and specialists in hospital.

We saw very complex care being delivered in a calm and professional manner. Staff knew people very well and could pick up if there was something different in a person's demeanour. This meant that people could be assured that staff had the skills and knowledge to care for them and to identify when something was wrong.

There were clear policies and guidance for staff to follow. This supported consistency and stability in the care people experienced.

People were supported using person centred care plans which set out daily care and activity. People used a variety of equipment to exercise and be active. This included a trampoline, bikes and specialised walking aids.

People also had relaxation time and were able to stretch out and lie in comfort on the floor. This gave them respite from being seated in a chair.

People were satisfied with care in the service with comments such as, "you can see how happy my son is - smiling and laughing - the care is great and we are really assured that he is in safe hands - the staff are all very good." and "Xxxx mum just delighted with the care he gets. 'The care is absolutely fantastic - xxxx has been here since xxxx- food is always lovely and the staff are all brilliant - couldn't ask for better for him and reassured that he is in safe hands and with people who really do care for him. "

It was positive that there was an on site maintenance team and we saw that records evidenced that all items of equipment were maintained and checked. There was one specialised bed in need of repair and this was being addressed by the manager.

There were safe and effective systems in place for the management of peoples' medication. This ensured that people received the right support for their needs and medication was being monitored.

The medication policy did not make clear that an AWI should be in place for covert medication. Rather it says that written authority should be obtained from the resident's GP and legal guardian. We thought that the MWC guide for covert administration should be put in place to ensure that all steps (including pharmacy advice) had been followed. The manager was responsive to feedback and agreed to this action.

Records for monitoring food and fluid and urine output were well kept. These were essential to monitor peoples' health and well being.

Where changes were advised by professionals, we could see that action was taken by staff. (For example in the administering of medication).

Notifications were being made to us about events. This meant that people could be assured that their care provider worked well with other agencies to promote their safety and well being.

How good is our staff team?

5 - Very Good

We have evaluated this service as performing at a very good level. This meant that the performance demonstrated major strengths in supporting positive outcomes for people. Performance at this level does not require significant adjustment.

Calculations of staffing numbers needed in the service was of high quality. Dependency assessments had captured the needs of individuals over a 24 hour period.

Additional hours were added to include other work carried out by staff such as laundry, key working , escorting etc.

Staffing was transferred to a clear rota showing when extra staff were on duty to carry out activity i.e. swimming.

Staff said that there could be occasions when staff were short but that this did not happen often. They generally worked together to ensure that sufficient staff were available.

Staff were very supportive of one another with one commenting: "The team here have been so supportive - senior staff and management really helped - at first I was a bit overwhelmed by it all but with the team's support I have built relationships and have really got to know most of the residents ."

Staff had good learning and development opportunities and said that they had really benefited from experiential learning for sight problems. One said : "you really get a sense of what the person is experiencing through wearing the googles - tunnel vision etc - it has stayed with me and think it is great training."

Staff said that they would like autism and mental health training and more face to face training as there was a lot of learning electronically.

People were able to enjoy outings and holidays with staff accompanying them. Disability did not hold back people from getting the most out of life. People were able to choose what they wished to do i.e. bungee jumping/ getting tattoos/ visiting places of interest and enjoying holidays.

Relatives told us:

"They are great team"

"The Forward Vision houses and grounds are always well maintained. xxxx enjoys using all facilities including the Hydrotherapy Pool on site. The grounds are lovely"

"The setting is great it is Home from Home which benefits my child."

"Nice and homely "

As part of our inspection, we assessed the service's self evaluation of key areas. We found that the service had made positive progress in completing their self evaluation. The service should continue to develop this approach to support improvement.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

An electronic system to gather, share, and store care planning information and enable all staff to contribute and access relevant information should be developed as a priority. This would ensure that repetition across records was reduced and content could be clear, concise, and informative.

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

- "If I am supported and cared for by a team or more than one organisation, this is well coordinated so that I experience consistency and continuity" (HSCS 4.17).
- "I benefit from different organisations working together and sharing information about me promptly where appropriate, and I understand how my privacy and confidentiality are respected" (HSCS 4.18)

This area for improvement was made on 28 June 2019.

Action taken since then

An electronic system had been installed in the service.
This area for improvement had been met.

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 staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

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