

Castle Street Care Home, Living Ambitions Limited Care Home Service

16 Castle Street
Rutherglen
Glasgow
G73 1DY

Telephone: 01416 470 493

Type of inspection:
Unannounced

Completed on:
7 February 2024

Service provided by:
Living Ambitions Ltd

Service provider number:
SP2003000276

Service no:
CS2003001388

About the service

Castle Street Care Home is situated in the town of Rutherglen. It has easy access to local amenities and transport links. The provider is Living Ambitions Ltd and is registered to provide 24-hour care and support to a maximum of nine adults.

The care home is a single level property and has nine single bedrooms, none of which have en-suite facilities. There is a communal lounge, kitchen, and dining room and people have access to two communal bathroom facilities. There are gardens to the rear of the property which people can use. There are car parking spaces to the front of the property.

At the time of the inspection there were nine people living in the home.

About the inspection

This was an unannounced inspection which took place on 7 February 2024 between 10:30 and 15:00 hours. The inspection was carried out by one inspector.

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 people using the service
- spoke with staff and management
- observed practice and daily life
- reviewed documents

Key messages

- The outstanding requirement was met. This requirement was for the service to develop personal plans and evidence good outcomes for people.
- Three areas for improvement had also been met.
- The service continues to work on their service improvement plan.

What the service has done to meet any requirements we made at or since the last inspection

Requirements

Requirement 1

By 18 December 2023, the provider must ensure that all personal plans are up-to-date and clearly capture the current level of support required. To do this the provider must at a minimum ensure that they:

- a) ensure that all personal plans are reviewed and evaluated and accurately reflect people's changing healthcare needs
- b) Ensure that personal plans are easily accessible to people and, in a format, to suit their needs
- c) Are outcome focussed and reviewed in an outcome focussed manner detailing what people want to achieve and what they have achieved.

This is in order to comply with Regulation 4(1)(a) and Regulation 5 of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

'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), and, I am fully involved in developing and reviewing my personal plan, which is always available to me (HSCS 2.17).

This requirement was made on 13 September 2023.

Action taken on previous requirement

Personal plans had been updated in recent months and were found to reflect people's needs. Care and Support reviews had taken place to ensure accurate assessments and healthcare information was up to date. Personal Plans included a section to record 'My Goals.' We could see people's outcomes had been discussed and records showed how these were to be achieved. We discussed how this section can be further developed to monitor and better record progress.

People's plans were accessible and included pictorial icons to support people's understanding. The service plan to move personal plans to an online system in the near future. We found people and their family had been involved in writing their plan.

Met - within timescales

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

The provider should support people to get the most out of life and promote people's health and wellbeing. This should include ensuring people are supported to make healthy lifestyle choices affecting their health and wellbeing.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 1.25 'I can choose suitably presented and healthy meals and snacks, including fresh fruit and vegetables, and participate in menu planning.'

This area for improvement was made on 13 September 2023.

Action taken since then

The service had undertaken a consultation around menu planning and food choices. As a result, menus had been reviewed and a plan was in place which reflected people's choices and healthy options. Options supported nutritional and dietary needs.

A menu was on display in the main kitchen, we discussed how this could be made pictorial to support better understanding and communication. People gave positive feedback about the new menus and a relaxed mealtime experience was observed. People's health and wellbeing benefitted from the provision of high quality and well-presented food.

Previous area for improvement 2

To include people experiencing care and other stakeholders in developing the service, the provider should ensure that their views and opinions are reflected in service's improvement plan.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I am actively encouraged to be involved in improving the service I use, in a spirit of genuine partnership'. (HSCS 4.7)

This area for improvement was made on 13 September 2023.

Action taken since then

A survey had been sent out to stakeholders to gather feedback, we could see action taken and recorded as a result of feedback submitted. We discussed different ways of gathering feedback as there had been little response to surveys sent out.

The service had communicated a 'You said, we did' approach to show actions taken as a result of feedback from people. Feedback had been gathered at monthly resident meetings. Service newsletters showed how the service had listened and made changes to reflect better outcomes for people. Improvements had been recorded within the service improvement plan.

This area for improvement had been met.

Previous area for improvement 3

The provider should ensure staff are supported through regular supervision, to identify areas where support is required to improve practice. This should include observed practice and competency checking to ensure training is effective and benefits people supported.

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

This area for improvement was made on 13 September 2023.

Action taken since then

Staff supervision records and competency checks were happening in line with organisational policy. Staff told me about their supervision and ongoing learning and development. The manager had clear oversight of supervisions and competency checks to ensure these were happening.

Competency records were available to show good practice and areas which needed improved. Any actions from findings had been recorded.

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.

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.