

Redcroft Care Services Care Home Service

267 Redford road
Edinburgh
EH13 9NQ

Telephone: 01315 108 710

Type of inspection:
Unannounced

Completed on:
3 October 2024

Service provided by:
Rajen & Joanne Mawjee, (A
Partnership)

Service provider number:
SP2008009890

Service no:
CS2008183684

About the service

Redcroft Care Services is located in the Colinton/Oxgangs area of Edinburgh and provides care for up to nine adults with learning disabilities. The provider is 'Rajen & Joanne Mawjee, (A Partnership)'.

The care home is located close to public transport services and local amenities. Each person living in Redcroft has their own bedroom, located on the ground or first floor. There is shared use of bathrooms, the kitchen, lounge, dining room and quiet room.

At the time of this inspection, six people were living in Redcroft Care Home.

About the inspection

This was an unannounced, virtual, follow up inspection which took place on 2 October 2024. The inspection was carried out by one inspector from the Care Inspectorate.

The purpose of the inspection was to evaluate the progress the provider had made in meeting one requirement made at a previous inspection dated 26 June 2023.

A follow up inspection was completed on 24 November 2023 and the provider had taken some steps towards meeting the requirement. The requirement was not fully met however and was extended until 11 March 2024. For further details, please refer to the report dated 24 November 2023.

In the interim, the provider maintained contact with the Care Inspectorate to keep us updated with their progress.

In making our evaluations of the service we:

- spoke with the registered manager.
- reviewed documentation.

Key messages

- The provider had made a commitment to refurbish the care home, to ensure people experience high quality facilities.
- People and their representatives were consulted about the planned work and temporary accommodation.
- The provider had submitted detailed refurbishment plans to the Care Inspectorate.
- The provider confirmed the date of the building works commencing and anticipated timescale for completion.

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 good is our setting?	3 - Adequate
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Further details on the particular areas inspected are provided at the end of this report.

How good is our setting?

3 - Adequate

At the inspection in June 2023, we evaluated this key question as weak. At this follow up inspection we re-evaluated the key question as adequate.

The provider had made a commitment to refurbish the care home, to ensure people experience high quality facilities. People and their representatives were consulted about the proposed renovations and plans for alternative accommodation whilst building work is carried out. People can be assured the provider has developed contingency plans to ensure continuity of care and support whilst they are away from home.

The improvements made in this key question demonstrated the provider's willingness to develop the service and have a positive impact on people's experiences and outcomes.

For further information, please see the following sections of this report:

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

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

Requirements

Requirement 1

By 18 September 2023, the Provider must demonstrate commitment to ensuring that people experience high quality facilities that are well maintained, clean and fit for purpose. To do this the provider must at minimum, submit refurbishment plans to the Care Inspectorate with planned timescale for works to take place.

This is in order to comply with Regulations 10(2)(a),(b) and (d) - Fitness of premises of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

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

'I am able to access a range of good quality equipment and furnishings to meet my needs, wishes and choices.' (HSCS 5.21).

This requirement was made on 26 June 2023.

This requirement was made on 13 March 2023.

Action taken on previous requirement

The provider had submitted detailed refurbishment plans to the Care Inspectorate, evidencing the proposed developments to the home. The renovations will provide people experiencing care with upgraded facilities such as a new kitchen and utility space and modernised bathroom or en suite areas.

The provider confirmed the date of the building works commencing and anticipated timescale for completion.

We were satisfied the provider had put in place plans to improve the living environment for people experiencing care, and therefore improve their outcomes.

Met - outwith 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

To ensure that people are confident that their medication is used to effectively promote their wellbeing, the provider should ensure medication protocols contain clear and accurate information on when as needed medication should be administered. Records should also be improved to make sure they accurately reflect the reason and outcome of administering as needed medication.

This ensures care and support is consistent with the Health and Social Care Standards (HSCS) which states:

'I experience high quality care and support based on relevant evidence, guidance and best practice.' (HSCS 4.11).

This area for improvement was made on 26 June 2023.

Action taken since then

This was not the focus of this follow up inspection and will be carried forward for a future inspection.

Previous area for improvement 2

To ensure people have confidence that the service they use is led well and managed effectively, the provider should continue to improve management oversight, underpinned by robust quality assurance measures, to ensure that improvements made are sustainable.

This should include but is not limited to, ensuring that effective auditing links to action plans with the experiences of people who experience care used as the primary driver to effect sustainable improvements.

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

'I benefit from a culture of continuous improvement, with the organisation having comprehensive and transparent quality assurance processes.' (HSCS 4.19).

This area for improvement was made on 26 June 2023.

Action taken since then

This was not the focus of this follow up inspection and will be carried forward for a future inspection.

Previous area for improvement 3

To ensure people experience high quality care, the provider should continue to ensure that all staff have regular opportunity to reflect on their practice through team meetings, observations of staff practice and regular supervision with their manager are planned and sustainable.

This is in order to comply with the Health and Social Care Standards (HSCS) which state:

'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 26 June 2023.

Action taken since then

This was not the focus of this follow up inspection and will be carried forward for a future inspection.

Previous area for improvement 4

To ensure people who experience care can be confident that their outcomes are promoted in a person centred way, the provider should continue to develop personal plans.

This should include but not be limited to, ensuring that personal plans contain information to guide staff on what actions they can take to support people to achieve their outcomes.

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

'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).

This area for improvement was made on 26 June 2023.

Action taken since then

This was not the focus of this follow up inspection and will be carried forward for a future inspection.

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 good is our setting?	3 - Adequate
4.1 People experience high quality facilities	3 - Adequate

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