

Dunvegan - Stenhousemuir Care Home Service

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Type of inspection:
Unannounced

Completed on:
23 October 2024

Service provided by:
Parkcare Homes No.2 Ltd

Service provider number:
SP2003000147

Service no:
CS2003015617

About the service

This service has been registered since 2003. Dunvegan - Stenhousemuir provides a care home service for up to 33 adults with learning disabilities, who may also have physical disabilities and mental health concerns. The service is provided by Parkcare Homes No.2 Ltd, which is part of the Priory Group.

The care home consists of a main house and a further eight houses, located within the grounds of the care home. The care home is situated in the community of Stenhousemuir and is close to local amenities and local transport.

About the inspection

This was an unannounced inspection which took place on 22 and 23 October 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 eight people using the service
- spoke with 13 staff and management
- observed practice and daily life
- reviewed documents including feedback from relatives and professionals involved in the service.

Key messages

Dunvegan - Stenhousemuir continues to offer care and support at a very good level. People receive individualised care and support based on their abilities and needs, with work to ensure people who wish to can move on to more independent living or receive additional levels of care as their needs change.

- Staff were motivated and positive about the work they do.
- Team work was significantly improved, with staff working professionally and respectfully together and with other agencies.
- People living at Dunvegan - Stenhousemuir were happy and well cared for.
- Developments across the service to improve the environment, increase staffing levels and provide more flexibility to support outings were enhancing people's quality of life.

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 found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

People continued to be supported to maintain their health and wellbeing to a very good standard. People were supported to access their local community in ways that met their needs, these could be independently, with minimal support or with staff accompanying.

People engaged in activities that helped them have meaningful involvement, including employment, social groups in the wider community, in house groups that were offered and run over the year including walking and fishing, as well as a varied range of outings and events.

The home had built relationships with a local school and had created valuable opportunities for intergenerational work. Activities were planned for Halloween and at the time of the inspection, the home felt alive with decorations and a sense of fun.

Improvements had been made to the grounds and home environments by way of redecoration and replacement of furniture, fixtures and fittings. We made an area for improvement about this at the last inspection and while there were still some pieces to be delivered, this area for improvement has been met. These improvements meant there was a welcoming, relaxing and enjoyable environment for people to spend time in, and make use of the outdoor space available. This contributed to people's overall wellbeing.

Relationships with families were supported, and feedback from relatives was really positive. Some comments included how people felt the home was now more welcoming and responsive to people than it had ever been.

Work continued to be well paced and supportive around transitions for people moving into the home. Additionally, people had been supported to move on to more independent living situations. This demonstrated how the home worked to help people achieve their outcomes.

People told us how they felt about living in the home. Some comments included, "Staff are sound", "I like the staff", "I help the manager", and "I like living on my own in my wee house."

We saw that people were well cared for overall and staff worked to strike a balance in enabling people to be independent and being respectful towards them, by encouraging choices of clean clothing for example. Where people may have been at risk of harm, appropriate action was taken in line with adult protection legislation to ensure people could be safely supported. When specialist input was needed, the service worked alongside partners to achieve outcomes for people. Medication was well supported and managed, and regular pharmacy audits, as well as internal audits, were taking place to ensure practice was safe and robust.

Staff supported people to have choices in meal planning with a focus on healthy balanced diets as well as respecting preferences. This was done in a skilled way to ensure healthy balanced diets were offered and provided.

Health screening was supported as needed to enable people to remain as well as possible. Some people

had been supported to move into different parts of the service in order to better meet their needs and afford them opportunities to maintain their independence as their needs changed.

We encouraged the manager to look at resources for supporting people with epilepsy following changes to provisions from local community alarm services.

Staff received training in topics relevant to the needs of people they supported, including mental health, dementia, diabetes, as well as moving and handling and first aid. This helped ensure that staff knew how best to support people. We made some suggestions of additional dementia resources that could add to this training and help inform the environment design for one part of the service where people were living with dementia.

How good is our staff team?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

Staff were motivated, positive and enthusiastic about their roles. Staff described feeling like it was a family at Dunvegan - Stenhousemuir. They described feeling valued and supported.

Staff received regular supervision and support from seniors on shift, as well as managers and other staff. Staff felt they were deployed in sufficient numbers across the service, and that the staffing levels being increased since earlier in the year had greatly helped give them some flexibility to meet people's needs. Staff expressed that they worked as a team and would go across to other parts of the service to help out if needed or pick up extra shifts. This meant that there was a good level of consistency of staffing for people living in the home, with some variety as well. This helped people and staff to build positive relationships, ensure effective communication and bring shared learning opportunities.

Induction was a supportive experience for staff. They described not being rushed to get on with shifts but induction was an opportunity to get to know people and feel confident. Staff were supported through their induction with regular meetings and reflective discussions to help ensure their practice was at the right standard, and probationary periods were managed well.

Staff described a highly supportive and approachable management team, where any issues could be raised and support was offered. There was a very strong sense of a whole team at this inspection, one that pulled together to help out colleagues in order to ensure the best level of care for people living in Dunvegan and the staff team themselves.

Staff felt supported to deal with challenges and difficult times; for example, when people were unwell or passed away. Learning and development opportunities were very good, with staff feeling they were well supported to ensure their knowledge and practice were up to date. Management oversight of training completion was very good and staff were responsible in ensuring they kept up with mandatory and refresher training.

Morale across the staff team was very good. This reflected in how staff went about their day, with positive attitudes and respectful interactions with people.

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 support people in a way that ensures they can fully benefit from the premises they live in, the provider should ensure that seating in communal lounges is of a standard that meets people's needs for comfort and dignity and reflects the quality of furnishings, fixtures and fittings elsewhere in the home.

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

'I can use an appropriate mix of private and communal areas, including accessible outdoor space, because the premises have been designed or adapted for high quality care and support' (HSCS 5.1); and 'I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment' (HSCS 5.22).

This area for improvement was made on 22 May 2023.

Action taken since then

Improvements had been made to the environment that included replacing kitchen and bathrooms and upgrading furniture and décor. Additional resources had been put in place to support ongoing maintenance and upgrading of outdoor areas with participation from people living in the service.

This area for improvement has 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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