

Ranaich House Care Home Service

Leewood Road
Dunblane
FK15 0DR

Telephone: 01786 823 694

Type of inspection:
Unannounced

Completed on:
13 November 2024

Service provided by:
Cygnet (OE) Limited

Service provider number:
SP2011011694

Service no:
CS2013318502

About the service

Ranaich House is a care home service situated in a residential part of Dunblane, with easy access to local facilities. It is registered to provide a care service to a maximum of 14 adults with a learning disability. The service has been registered with the Care Inspectorate since 03 September 2013.

At the time of this inspection 14 people were living in the home. 12 people lived in the main house, while two people had their own self-contained flats located in a building in the large garden. The main house is set out over three floors. The en-suite bedrooms are located on the top two floors. There is lift access to these floors. The home has a variety of communal spaces including lounges, activity rooms and dining rooms.

The provider of the service is Cygnet (OE) Limited.

About the inspection

This was an unannounced inspection which took place on 12 and 13 November 2024. The inspection was carried out by an inspector from the Care Inspectorate.

To prepare for the inspection we reviewed information about the service. This included registration information, previous inspection reports, and information submitted to us by the service.

In making our evaluations of the care home service we:

- Met informally with people who lived in the home.
- Spoke with managers and staff from a variety of roles in the home.
- Observed practice and daily life.
- Checked medication administration procedures and records.
- Sampled support plans, rotas, and a variety of other documents and recordings.
- Reviewed questionnaire feedback from eight people living in the home; four family members; 20 members of staff, and four external professionals.

Key messages

- People living in the home had excellent health and wellbeing outcomes.
- Staffing levels were right, and staff worked well together.
- The service was very well led.
- Overall, we evaluated the service to be performing at an excellent level.

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?	6 - Excellent
How good is our staff team?	6 - Excellent

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

6 - Excellent

We made an overall evaluation of excellent for this key question as service performance supported experiences and outcomes for people which were of outstandingly high quality.

Quality Indicator 1.3 People's health and wellbeing benefits from their care and support

People experienced excellent support. The values of compassion, dignity and respect were central to service delivery. Leaders and staff appreciated people for who they were, rather than simply looking at their disability or their life history. This inclusive approach had contributed to people's health and wellbeing outcomes improving significantly since moving into the home.

We received excellent feedback from people living in the home. They shared important stories about how much their health had improved due to the support they had received. Some comments included:

- "Staff always listen to me, and I know they would do anything for me."
- "Staff understand if I feel upset. They listen to me and help me to calm down."
- "Staff are always so kind and polite. They listen to me and understand me."
- "I love living at Ranaich. I am so much happier and never want to leave."
- "I am so proud of how well I am doing."

We received excellent feedback from family members regarding the care and support their loved ones experienced, with comments including:

- "They are absolutely wonderful - perfect. They really 'get' my [family member]."
- "The staff team are very dedicated professionals who are caring and respectful people. We think very highly of them and so does our [family member]."
- "The staff think out of the box to make sure our [family member] has the best physical and mental health."
- "Our [family member] has a life outside of the house since moving in. We are happy because they are happy."

We also received excellent feedback from external health and social work professionals who visited the service. Some of these comments included:

- "Planning of care and support is one of the highest standards I have come across in my role as a social worker."
- "Staff are very professional, and the care people receive is exemplary. The marked improvement in my client's engagement in activities, access to the community and increased independence is significant."
- "I feel the service are very skilled at identifying each individual's needs, and the support they receive is tailored around this."
- "Staff have great knowledge and insight into the person. The person is fully involved in all aspects of care planning."

People who had previously experienced addictions had been successfully supported to overcome the addiction. This had a profound impact on their quality of life.

People whose previous lifestyle meant their opportunities for work or education had been limited were now able to be involved in voluntary work and studies. People were supported on a one-to-one basis to develop independent living skills, including managing a budget, cooking and maintaining a household. People told us they truly felt listened to and respected by the staff team around them. This had significantly impacted on people's confidence and self-worth.

People experienced excellent support with their mental health. Some people living in the home had previously suffered prolonged periods of ill health resulting in them having to go into hospital. These episodes had reduced significantly since they moved into the home. Other people had experienced frequent service breakdowns before moving into the home. For the first time in some people's lives, their home placement was safe, and they were thriving both at home and in the wider community. This again, had a profound impact on their health and wellbeing.

Leaders and staff provided responsive support when there was a change in people's mental presentation. Emphasis was placed on taking the least restrictive approach possible, where there was the right balance between managing risks while avoiding unnecessary restrictions on people's freedom. The risk assessment process was dynamic, ensuring any preventative measures were only in place when required. This approach was built on trust and respect between staff and people living in the home.

People had excellent access to a variety of health professionals. The provider employed several health professionals. This included a psychiatrist; psychologist; occupational therapist, and a speech and language therapist. These colleagues visited the service on a regular basis and were available to offer support at short notice when required, including when there was a change in someone's mental health. This meant people had access to the appropriate therapeutic supports when they most needed it. There was strong evidence that these quick interventions had contributed to improved health and wellbeing outcomes for people, including significantly reduced hospital admissions.

People were supported daily by a team of nursing and social care staff. All staff had completed a wide variety of training tailored at supporting people with a variety of physical and emotional health needs. Interactions we observed between staff and people were warm, respectful and encouraging. During our inspection people were being supported to visit their GP and optician. Record keeping around these appointments was very good and kept a clear track of when people's next appointments were due. The storage and administration of medication was safe and effective. Some people had been supported to become independent in the management of their own medication. This adaptable approach meant people received the right level of support at the right time in their life.

Leaders and staff worked hard to support people to overcome barriers accessing health screenings. Staff took a creative approach in overcoming the barriers people had previously faced. This had excellent results and meant people were able to participate in screenings relevant to their age and sex, when previously they had been unable to do so. People had also been supported at their own pace to overcome fears of visiting the GP or having bloods taken. This approach had resulted in significantly improved health outcomes for people living in the home.

How good is our staff team?

6 - Excellent

We made an overall evaluation of excellent for this key question as service performance supported experiences and outcomes for people which were of outstandingly high quality.

Quality Indicator 3.3 Staffing arrangements are right and staff work well together

Staffing levels in the home were excellent and meant that people received the right support at the right time. Some people benefited from having agreed staffing levels in place both in the home and in the wider community. There were always enough staff on duty to ensure people had the right level of support to meet their needs and wishes at the right time. People did not have to wait if they wanted to go out at short notice. This meant people were enabled to be full members of their community.

Staffing levels were assessed daily to ensure they were appropriate to meet people's needs and wishes at that time. For example, if a person was unwell, staffing levels were increased. One person had gone through a recent period of ill-health and had to spend to a prolonged period in bed. Staffing levels were increased to ensure they did not experience social isolation. Staff were able to spend lots of time in the person's room, eating meals together and providing ongoing support and reassurance. When there were concerns with people's emotional presentation, staffing levels were increased. This was constantly reassessed to ensure the increased staffing levels were only in place for as long as needed.

Staff were flexible in their shift patterns which always put the needs and wishes of people first. For example, some people liked to go to nightclubs at the weekend. The right staff support was always available to ensure this could happen. People were also supported to do voluntary work, go to college, or take part in health clubs. Excellent staffing levels ensured people were able to lead full and active lives.

Staff worked very well together. We received excellent feedback about the quality of staff from people, their families and external professionals. Staff we received feedback from felt well supported by their managers. All staff, including those who did not have a direct care role, were invested in the service and recognised their own role in meeting people's needs and wishes. Some comments from staff included:

- "When I first started at Ranaich house, everyone was so supportive, I was properly informed and inducted into the job."
- "It's a service user-led service, we as a team have increased community involvement for our service users. Service users are involved in the decision making regarding their life."
- "I feel I have the best support from management and the current team around me, which has allowed me to grow in confidence in my role."
- "What I like about this service is the focus on a person-centred approach. There is no blanket method to care here. Everyone is seen as an individual and supported that way."
- "I like that we are service user led, the service users ask and we make it happen."

Social care staff worked very well alongside the health staff who were employed by the service. Health and social care strategies were integrated for the benefit of people living in the home. Health staff frequently worked alongside social care staff to develop and implement focused pieces of work, such as independent living skills. Occupational Therapy staff had recently worked with the wider staff team to support people to successfully put on a theatre show. This contributed to a number of positive outcomes for people including increased self-confidence; skills in public speaking; resilience and coping with feedback.

People living in the home were involved in the recruitment process from the outset and had developed their own interview questions. Some people participated in interviewing candidates. New staff received a robust induction into the service and worked alongside well established staff while completing their training. Leaders ensured there was an appropriate skills mix of staff working in the service at any given time. This included ensuring there were staff who were trained in key areas as well as staff who were able to drive. This meant people's needs and wishes were met by the right numbers of staff with the right skills.

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?	6 - Excellent
1.3 People's health and wellbeing benefits from their care and support	6 - Excellent
How good is our staff team?	6 - Excellent
3.3 Staffing arrangements are right and staff work well together	6 - Excellent

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

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