

ARK Grangemouth Care Home Care Home Service

49 Roxburgh Street
Grangemouth
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Telephone: 01324 483174

Type of inspection:
Unannounced

Completed on:
31 October 2024

Service provided by:
Ark Housing Association Ltd

Service provider number:
SP2003002578

Service no:
CS2003011479

About the service

Ark Grangemouth Care Home provides support for a maximum of 10 adults who have a learning disability, some of whom may also have a physical disability. The service has been registered with the Care Inspectorate since April 2011. At the time of our inspection there were six people living in the home.

The care home is set in a residential area of Grangemouth, a town within the Falkirk Council area.

The home is set out over two floors. It has bedrooms on both floors along with a large lounge and open plan kitchen-dining room on the ground floor. Communal bathing and toilet facilities are located on both floors. There is a large garden to the rear of the home.

Ark Housing Association Ltd, who are the provider of the service, state their aim is "to promote the rights and aspirations of people with learning disabilities by providing socially inclusive and flexible opportunities for housing, support and other services."

About the inspection

This was an unannounced inspection which took place on 30 and 31 October 2024. The inspection was carried out by an 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 informally with a number of people living in the home and one relative
- spoke with the manager and staff
- observed practice and daily life
- sampled care plans and a variety of other documents and recordings.

Key messages

- Staff knew and understood people's needs very well
- People liked living in the service
- People and staff within the service had warm, friendly relationships with each other
- The service had very good oversight of people's health needs and supported people very well to maintain good physical health and mobility.

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

In this part of the inspection report we considered the following quality indicator:

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

We assessed the service as Very Good for this quality indicator which means overall we evaluated this key question as Very Good, where several strengths impacted positively on outcomes for people.

People should expect to experience a care service which is in line with the Health and Social Care Standards and the service evidenced well that this was the case. People's health and social care needs were assessed on an ongoing basis. People were supported by people who knew them well, anticipated issues and planned for any known vulnerability or frailty. Staff used inclusive strategies to support good communication with people. Reviews were held at least once in every six month period. The service had a clear focus on ensuring that reviews were person led and person centred. People took part in their reviews and they gave a very good sense of the outcomes which people had been working towards and the things which they had been enjoying. These were very individual to the person. Care plans were updated and support adapted as people's needs changed. This ensured that people's support continued to meet their needs.

The service had very good oversight of people's health needs and we saw that if people had an accident or became unwell appropriate action was taken. This included making appropriate referrals to external professionals in the area with whom they had long standing relationships. There was very good organisation of people's health appointments which supported them to maintain optimal good health and wellbeing. The service worked in partnership with people and their loved ones to support attendance at health appointments. This included discussion with families or guardians prior to health appointments to ensure that any important areas or observations were discussed. This meant that people's care and support were stable because people worked together well. One person told us "I'm very happy with the care and support my relative receives."

All supported people had an annual medication review, ensuring that their medication regime met their needs. This included annual health screening. All staff had received training in areas relevant to the people they were supporting, including taking their medication safely and consistently. Where people were unable to articulate pain the service used a pain assessment tool and their knowledge of the person to respond effectively.

People were encouraged to move as much as possible during the day and to participate in daily routines to promote good mobility and flexibility. The service had an activity planner within the home which people could take part in as they wished, as well as outings within the local community and with friends and family. The current resident population is ageing and activities reflected their desire to enjoy spending more time in the comfort of their own home.

The service used various audits in place to monitor health practice within the home. Staff champions encouraged staff to develop expertise and experience and share their knowledge with the wider staff team. This meant that people experienced stability in their care and support from people who knew their needs, choices and wishes.

How good is our staff team?**5 - Very Good**

In this part of the inspection report we considered the following quality indicator:

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

We assessed the service as Very Good for this quality indicator which means overall we evaluated this key question as Very Good, where several strengths impacted positively on outcomes for people.

People were supported by people who knew and understood them well. Although particular staff were allocated to work with people, in practice people living in the home could elect to be supported by another member of staff if they chose. This meant that people could control their own care and support if this was what they wanted. Staff were seen to have good relationships with people, friendly and helpful interactions took place and staff were very responsive to people living in the service. The service had a very good understanding of people's needs and made sure, as far as they could, that the right numbers of staff with the required skills were available. This meant people's needs were met by the right amount of people.

The staff team were well managed and organised. One person told us "The manager is doing an excellent job and always listens to her staff and relatives alike." The service used a staff deployment tool to ensure sufficient numbers of staff meet the needs of supported people. They were flexible in their approach to working with people, ensuring that core tasks were completed and that they had time to spend with them. The service had built up their roster of bank staff over the last while and have not been using agency staff. People using the service were involved in the recruitment of new staff in a meaningful way. Relatives and loved ones were sent details of new members of staff, including bank staff in order that they were kept informed of changes in staffing. This fostered trusting relationships and meant that people experienced continuity and consistency of care.

Staff received a very good induction which reflected the needs of people using the service. Safer recruitment guidelines were followed. Staff were supported at work via regular supervisions and team meetings. Staff enjoyed working for the service and believed communication amongst the staff team to be good.

Staff were registered with the appropriate regulatory body. Mandatory training and further training relating to the specific needs of people using the service meant staff were confident in supporting people effectively. Staff champions offered further support to staff in particular areas of practice. This meant that people could have confidence in staff because they were trained, competent and skilled, were able to reflect on their practice and follow their professional and organisational codes.

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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