

# The Courtyard Care Home Service

Hansel Alliance, Hansel Village  
Broad Meadows  
Symington  
Kilmarnock  
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**Type of inspection:**  
Unannounced

**Completed on:**  
14 November 2024

**Service provided by:**  
Hansel Alliance

**Service provider number:**  
SP2003000261

**Service no:**  
CS2003001304

## About the service

The Courtyard is registered to provide a residential based care service to adults with a learning disability. The service is provided by The Hansel Alliance in accommodation built in the grounds of the Hansel Estate in Ayrshire.

The service consists of three houses with accommodation for up to 11 people as follows:

- five service users at No 3 The Courtyard
- two service users at No 4 The Courtyard
- four service users at No 5 The Courtyard

The houses are bungalows adjoining each other, but with their own bedrooms, kitchens, living rooms and dining areas.

At the time of the inspection, 11 people were being supported at The Courtyard across the three houses.

## About the inspection

This was an unannounced inspection which took place on 12 and 13 November 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 six people using the service and four of their relatives
- met and spoke with nine staff and management
- observed practice and daily life
- reviewed relevant documents
- received feedback from other professionals.

**Key messages**

- We observed that people appeared happy and confident in the company of workers who engaged with them in a natural, warm and respectful way.
- Family members felt involved and well informed, telling us they were very satisfied with the standard of care and support provided.
- The service was proactive in supporting people to ensure they got the right health care at the right time.
- Staff were highly motivated and focussed on achieving good outcomes for people.
- The service provided small group living which enhanced people's experience of care and support.
- We found that the service had begun to use self-evaluation, however, further work is required to develop this approach to support improvement.

**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 leadership?	5 - Very Good
How good is our staff team?	5 - Very Good
How good is our setting?	5 - Very Good
How well is our care and support planned?	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.

Staff cared for people with kindness and compassion; we observed them being responsive to people's health and wellbeing needs. Staff had good relationships with those who live at The Courtyard where they promoted and encouraged them to consider positive life choices.

The service used a key worker system where an allocated staff member was assigned to the person and were fully informed of their circumstances and needs. On speaking with families, they told us they felt informed and included. Some comments were, "First class care." "Staff have all the right attributes on caring for my loved one." "All staff are exceptional and fully approachable." "We are very happy with how she is looked after."

During the inspection we were able to see that people had or were able to access health assessments. Referrals were made promptly to relevant health professions to meet people's health and wellbeing needs. The team had fostered close working relationships with doctors, nurses, physios, pharmacy etc. This meant that when required they had support to ensure that people's care and support benefitted their health and wellbeing.

The staff team had good knowledge of the local area and utilised this in a way that supported people to get the most out of life. We did note that people were at an age and stage in life where they did not want to go out the same as before. The service was mindful of that and seek to offer people alternatives that suit their current choices and preferences.

We sampled peoples' personal plans and seen they were involved along with families if appropriate in setting outcomes and goals. The keyworker supported the person to review their progress at review meetings.

People were encouraged to eat well, move regularly and remain as active as they can be, including getting out and about where possible. A few people told us they had done up the garden and enjoyed seeing the various wildlife visit. Other people had purchased specialist equipment to provide improved comfort, for example, riser/recline armchairs. Appropriate permissions from family and support for this was sought from allied health professionals. This is important for where people are at in their lives, staff were very good at taking account of people's choices and preferences.

We saw that people's wellbeing, mobility and confidence had been enhanced as the service promoted a person-centred approach to meeting positive outcomes.

## How good is our leadership?

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.

The service had robust quality assurance processes in place. We reviewed the service improvement plan; this was informed by the quality assurance audits which were carried out on a regular basis. Actions identified from audits were added to this action plan. There were clear timescales set, records of responsibility and updates on progress made. It was clear to follow the improvement journey of the service.

Where actions highlighted involved the team or individual team members these were discussed through regular team meetings and supervisions. Managers had introduced a 'hot topic' to encourage the team to discuss any themes that had arisen. This was in the early stages, but has the potential to give all staff the opportunity to share their thoughts and ideas.

There were a range of trackers in place which provided clear oversight of professional registration, supervision and staff training, as well as key worker roles. We were able to see records of feedback from people and their families which was gathered through feedback forms, phone calls, messages and face to face. Feedback was collated and shared through meetings with staff and discussions had about how to take actions from the feedback forward.

We reviewed accident and incident records and found these to be well managed. Incidents were discussed through team meetings which encouraged reflection in the staff team and discussion around lessons that could be learned. The appropriate authorities were informed. We were confident incidents and referral processes had been appropriately followed.

We received very positive feedback from staff about the management team. Comments included "There's an open door; I can speak to managers anytime." "They are very approachable and supportive." "I feel supported and listened to."

Management had continued to explore ways to encourage more shared involvement of families and next of kin - sharing their views, ideas, experiences and improvement suggestions. The service aim is to keep improving the outcomes for people who live at the courtyard.

### 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.

Staffing arrangements are right, and staff work well together. The managers had worked out a suitable rationale behind staffing numbers considering the skills of the team in line with the needs of the residents.

The service was flexible by ensuring they had sufficient staff on shift to meet the needs of people well. Whether this be for health appointments or social events. It was clear that the needs of the people living at the Courtyard had changed considerably and that the team had adjusted well to that.

Staff told us they worked well together as a team to meet the needs of the people. This included where there was any sickness or leave. Staff would work together to provide cover to ensure that peoples outcomes were not impacted. We saw positive working relationships between staff and people and were confident in staffs' capabilities.

Use of agency staff had reduced lately after being needed regularly for months. Some families did highlight this concern, but they also told us that they appreciated the sector wide challenges.

We were able to see that training was used in practice. Staff took part in regular team meetings, supervisions and training which enabled them to reflect on their practice. When staff took part in these activities it did not impact on care and support being able to receive the support at the time that was right for them.

Staff told us they had access to training including SVQ relevant to their role, supervision and team meetings. This ensured that there was a consistently high quality of care and support to enhance people's outcomes.

## How good is our setting?

## 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.

The Courtyard is a welcoming, comfortable and brightly decorated home. The layout is across three houses which supports small group living well; all 11 people are welcome across the three houses. This meant that the home offered people choice as to where they would like to spend their time and who with.

The environment is relaxed, clean, tidy and well looked-after. The quality and standard of the décor and fittings supports people's outcomes. Communal areas had recently had the décor upgraded. However, the carpets still require to be replaced. (This was scheduled for the next few months).

People were very proud of their own spaces, which were personalised to suit their taste and choices. Bedrooms were very individualised and done up how they liked, this was an extension of them, and they enjoyed showing me around.

People benefited from having accessible gardens and extensive grounds, which people used to enjoy the good weather. Staff encouraged people to maintain levels of independence and use the facilities when preparing drinks and snacks.

The home offered a range of equipment which helped keep people comfortable and well. This included electronic beds, specialist mattresses for people who may be at risk of skin breakdown, specialist seating and bathing equipment.

The management team and maintenance team had used audits to check that the environment was kept safe and well-maintained. Areas which needed to be addressed had been included in an action plan. Repairs identified had been reported and attended to quickly. However, there were times that managers needed to highlight and prioritise work identified.

A range of contracts were in place with external companies which meant equipment had been serviced and maintained aligned to manufacturer and legal specifications.

There were clear planned arrangements for regular monitoring and maintenance of the premises and the equipment to ensure people are safe. This included training and assessing staff competency to safely use and maintain any equipment their role requires.

Hansel Alliance contract an external company for cleaning purposes. All staff are aware of environmental cleaning schedules and clear about their specific responsibilities. Staff carrying out housekeeping and cleaning in the service were familiar with required environmental and equipment management.

**How well is our care and support planned?****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.

Assessment and personal planning reflected people's outcomes and wishes unique to them. We could clearly track the progress people had made: there were examples of where we could see that someone had achieved their goals. The managers were working on improving how people's daily notes were recorded. This was to ensure that what people had done to achieve their goals was captured in a more consistent and meaningful way.

Managers and staff used personal plans to deliver care and support effectively. This meant they were routinely used to inform staff practice and improve approaches to the care and support provided.

Personal plans reflected people's rights, choices and wishes. They were person-centred and included information on people's capabilities and the support required to achieve goals. People, and where relevant, their families or those important to them, were fully involved in developing their personal plans. Strong leadership, staff competence, meaningful involvement and embedded quality assurance and improvement processes support this happening.

The staff team had supported people to remain active and engaged where this was their choice and preference. However, it was important that people were supported in a way that made sense for where they are at in life. For example, as people had aged, health needs had often increased and took precedence over other needs. Care and support planning takes account of emergencies or unexpected events and identifies how support will continue to be provided and promote stability in people's care and support.

We were able to see that appropriate risk assessments were in place which were updated regularly; staff knew people well and how to manage risk safely.

**Complaints**

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://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 leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	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
How good is our setting?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good
How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good



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