

SAMH - Mayfield Care Home Service

33 Glasgow Road
Denny
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Telephone: 01324 826 584

Type of inspection:
Unannounced

Completed on:
6 November 2024

Service provided by:
Scottish Action For Mental Health

Service provider number:
SP2003000180

Service no:
CS2003011543

About the service

This service has been registered since 2002. It offers 24 hour support up to five adults who experience mental health difficulties. It is centrally located in Denny and the house is a large detached property. There is a communal garden to the rear of the property. The service provider is the Scottish Action for Mental Health (SAMH).

The aims of the service include: "To provide good quality mainstream, not institutional accommodation to meet personal needs and choice of individuals; to provide an environment which enables and encourages individuals to regain a valued role in society; to provide structured professional support appropriate to individual needs and to encourage each person's achievement of their highest level of potential, health and independence."

At the time of the inspection there were five people living in the service.

About the inspection

This was an unannounced inspection which took place on 31 October 2024. One inspector carried out the inspection. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year.

This inspection was planned as a pilot inspection to test a new way of inspecting to provide assurance that better performing services continue to deliver a very good level of care and support. No new evaluations (grades) would have been awarded for this type of inspection. This inspection would be called a core assurance inspection. This is because research tells us that these core assurances are the key areas that are essential to a service being safe. We report on them under the headings: legal assurances, wellbeing, leadership, staffing, and planned care/support.

We confirmed that the service continued to provide a very good level of care and support in all other areas. We know this because on this inspection we:

- spoke with three people using the service and received feedback from five people
- spoke with four staff and management and received feedback from four staff
- observed practice
- reviewed documents.

Key messages

Legal assurances

We found the service was operating legally and in line with their conditions of registration, including having the appropriate insurance in place and a range of policies and procedures that promoted good outcomes for people. This meant that people were safe and protected from harm and could have confidence in the organisation providing their care and support.

Wellbeing

Staff understood their responsibility to protect people from all forms of harm and referrals were made when appropriate. People were kept safe from the risk of infection as staff had the necessary training and competence in infection prevention and control. We saw the service had very good quality assurance processes which ensured the environment remained a very nice place to live. People told us "the home is nice and clean and all the rooms in the house are homely and well maintained." Guidance to help staff manage medication was very clear, and as a result people were supported to take the right medication at the right time which promoted their safety and wellbeing. We observed people being supported with their medication needs in a way that was person-centred and promoted choice, independence, and skill retention. People told us they were able to stay connected with those important to them, and to keep in touch with the local community where it was appropriate. We observed people were supported to achieve personalised outcomes in a way that supported their dignity and choice. One person told us, "I have never had a place I could call my home; I feel loved and part of a family", whilst another told us "the service provided me with support and enough disciplines to keep me well."

Leadership

People benefitted from a culture of continuous improvement because there were effective governance and quality assurance processes in place, which included the observation of staff practice. Leaders in the service had a good overview of how the service was running and how people were supported to meet their outcomes. People had the opportunity to contribute to the development of the service through regular resident meetings and identifying areas for improvements. This meant that people could be confident that the service was well-managed.

Staffing

People were kept safe because the service had effective recruitment practices in place. There was a clear link between the needs of people using the service and the skills and experience of staff being recruited. As a result, feedback about the staff from people who used the service was very positive.

Staff worked well together and told us they benefited from an induction and training programme that supported them in their role. People's needs were met because induction and training enabled staff to support the needs and outcomes of people using the service. Staff training records were up-to-date for essential training and staff received regular refreshers sessions.

We observed good staffing levels during our inspection which staff and residents confirmed this was normal. They said this allowed them to spend quality time with people and ensure peoples' identified outcomes can be achieved. This reassured us there were enough staff to meet their needs.

Regular meetings and good communication meant all staff were well informed of people's needs and care requirements. This supported good outcomes for people as care staff were available and observant to their needs.

Planned care/support

Care Plans were detailed and of very good quality, describing what was important to people and how they could be supported in accordance with their preferences and wishes. People and, where appropriate, their families or those important to them, were fully involved in care planning and regular reviews of their support. Information recorded in the daily notes completed by staff was of very good quality and detailed any changes to people's needs or wishes. This meant that effective communication between staff resulted in positive outcomes for people.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

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