

Hopeman Avenue Service Care Home Service

29 Hopeman Avenue
Thornliebank
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Type of inspection:
Unannounced

Completed on:
27 November 2024

Service provided by:
The Richmond Fellowship Scotland
Limited

Service provider number:
SP2004006282

Service no:
CS2003054761

About the service

Hopeman Avenue Service is a registered care home that accommodates up to eight adults with mental health problems. At the time of this inspection the service was supporting eight people.

The home is based in the Thornliebank area of Glasgow and is of modern design with individual bedrooms with en suite facilities, two lounge areas, communal kitchen, and utility room. One of the lounges had been refurbished to provide a games room and the other smaller lounge was designed to offer a quieter environment where people could relax.

The accommodation is on one level with easy access to an enclosed garden area at the rear of the property which offered access to fresh air and opportunities to exercise as well as learn gardening skills. A smoking shelter was also provided for the use of those being supported.

The service is staffed 24 hours a day with staff sleepover support during the night. The staff team comprises of a registered manager, senior support worker and support practitioners.

About the inspection

This was an unannounced inspection which took place on 27 November 2024. The inspection was carried out by two inspectors from the Care Inspectorate. 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 was 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) were awarded.

This inspection is 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, setting, and planned care/support.

We confirmed that the service continued to provide a very good level of care and support.

During inspection we:

- spoke with three people using the service
- spoke with four staff and the management team
- spoke with two external professionals
- observed practice and daily life
- reviewed documents

Key messages

Legal assurances

The service was operating legally and in line with their conditions of registration, including having the appropriate insurance, and a range of policies and procedures in place 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 assurances

Staff understood their responsibility to protect people from all forms of harm. Appropriate assessments and referrals were made. One person told us "They offer really good support here" while another told us "Staff are like family for me."

Where people needed support with finances or safeguarding their rights, comprehensive policies and procedures were in place to guide staff. Records we examined were accurate, clear and well maintained, meaning people could be confident their money and valuables were managed properly.

Medication was well managed, and there was clear and current guidance to help staff. As a result, people were supported to take the right medication at the right time which promoted their safety and wellbeing. People were supported with their medication needs in a way that was person-centred and promoted their independence and dignity.

People told us they were able to maintain friendships and relationships with those important to them, and were encouraged to fully participate in the local community. The service actively promoted peoples' rights. The service had positive working relationships with external health and social care professionals. One professional told us that the service had a "can-do" approach, and another told us "They are a 'very good' service."

Staffing assurances

People were kept safe because the service followed recruitment best practice. There was an emphasis on person-centred and value-based recruitment. There was a clear link between the needs of people using the service and the skills, interests and experience of staff being recruited. As a result, feedback about the staff from people who used the service, was very positive.

Staff told us they were well supported. New staff had a comprehensive induction and had shadowing and coaching opportunities with an experienced "buddy." There was a needs led training programme for all staff. Records were up to date for essential training and staff received regular refresher training, both face to face and online. This assured us staff had the necessary skills, training, and competence to provide safe care.

A resolute and consistent staff team provided support. People we spoke with told us that staff were consistent and dependable, support was provided in a flexible and responsive way to meet changing wishes and situations, promoting peoples' choices.

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

Setting assurances

The environment was clean and homely and there was evidence that this was being continually improved. New furniture had been ordered for the home's games room and there were further plans to develop communal areas.

The kitchen was worn, however there were plans to upgrade this. The home was clean and free from malodours and there was evidence of effective cleaning. Staff were observed to be very proactive in maintaining the cleanliness of the home.

There was sufficient Personal Protective Equipment (PPE) and handwashing facilities available throughout the home, and we observed staff using these appropriately.

Leadership assurances

People could be confident the service was well led by a committed and responsive management team. A range of quality audits had been completed, including environment, care plans and outcomes, individuals' experiences, medication management and finances. This gave assurance of effective management oversight of the quality of key elements of the service.

The service had a development plan in place which addressed issues identified through audits. This outlined plans and timescales for environmental improvements. People using the service were being consulted regarding future developments, through regular residents' meetings and informal meetings. This was evident in our conversations with people. This helped ensure that people were receiving the right care for them and were involved in the development of their service.

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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