

Inspired breaks Care Home Service

Lower Flat
Dunollie
Windygates Road
Leven
KY8 4DP

Telephone: 07711727385

Type of inspection:
Announced (short notice)

Completed on:
10 January 2025

Service provided by:
Inspired Breaks Ltd

Service provider number:
SP2023000189

Service no:
CS2023000298

About the service

Inspired Breaks was registered on 8 September 2023 and provides 24 hour residential care and support for up to five adults. There were four people living in the home at the time of our inspection, including two people accessing respite. Interim management arrangements were in place and a team leader was available to support the business of inspection.

The house is located in a residential area of Leven, has adequate on-site parking and there is good access to public transport, the town centre and social resources. The care home is privately owned by Inspired Breaks Limited.

The home provides a very pleasant environment supporting a domestic model of care. Accommodation consists of a two storey Victorian stone villa, with respite provided in the ground floor flat and long term care provided in the first floor flat. There are very good facilities, welcoming communal areas and accessible gardens.

About the inspection

This was a short notice announced follow up inspection which took place on 10 January 2025 between 11:00 - 15:00. The inspection was carried out by one inspector from the Care Inspectorate and focussed on outstanding requirements.

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 one person using the service
- spoke with three staff and management
- reviewed documents.

Key messages

- People continued to enjoy very good care and support.
- Staff were experienced and worked well together.
- Quality assurance had been introduced.
- People enjoyed very good facilities.
- More evidence of improvement in management systems was required.

What the service has done to meet any requirements we made at or since the last inspection

Requirements

Requirement 1

By 25 November 2024, the provider must ensure service user's health, safety and well-being needs are met and that service users experience a service with well trained staff.

In order to do this, the provider must as a minimum evidence:

- a) safer recruitment checks have been completed
- b) staff have clear roles and responsibilities
- c) staff training is up to date and competency checks are carried out
- d) formal procedures are in place to guide staff practice.

This is to comply with regulations 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) and section 7 of the Health and Care (Staffing) (Scotland) Act 2019 (as substituted for regulation 15(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice, and follow their professional and organisational codes' (HSCS 3.14); and

'I experience high quality care and support based on relevant evidence, guidance and best practice' (HSCS 4.11); and

'I am confident that people who support and care for me have been appropriately and safely recruited' (HSCS 4.24).

This requirement was made on 31 October 2024.

Action taken on previous requirement

The provider had submitted an Action Plan and we verified remedial work had been initiated. Progress with improvements were at an early stage.

We found safer recruitment checks had been introduced. The provider had taken steps to mitigate the risks associated with initial recruitment procedures.

Record keeping was inconsistent, with the content of some scanned documents unavailable to assess at the time of our inspection.

The process of reviewing and updating policies had been started and was ongoing. The recruitment policy had not been reviewed to reflect the responsible person. Staff had not been given contracts.

We found good oversight of staff training and competency. Staff had been provided with job descriptions. They were experienced and confident about their roles and responsibilities.

In order to provide further assurance regarding how good is the staff team, the provider should audit staff records, ensure a consistent standard of record keeping, complete their review of relevant policies and introduce procedures as needed to guide and support staff practice. We would also expect staff to have contracts of employment.

This requirement is not met and carried forward with a timescale of 4 April 2025.

Not met

Requirement 2

By 6 January 2025, the provider must make proper provision for the health, welfare and safety of people using the service. To do this the provider must evidence that effective quality assurance systems are in place and result in consistent good standards of care and support for people living in the home.

This is to comply with Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

This requirement was made on 31 October 2024.

Action taken on previous requirement

We found quality assurance systems had been introduced. These provided information about outcomes experienced by service users. This should be further developed to support self evaluation and improvement planning and provide assurance regarding all aspects of the service.

This requirement is met.

Met - within timescales

Requirement 3

By 6 January 2025, the provider must ensure that all significant events as detailed in the Care Inspectorate's document, 'Records that all services (except childminders) must keep and guidance on notification reporting' are notified to the Care Inspectorate.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulation 2011, (SSI 2011/210) Regulation 4 - Welfare of Service Users.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities' (HSCS 3.20).

This requirement was made on 31 October 2024.

Action taken on previous requirement

We found all significant events had been managed appropriately including where notifications were required.

This requirement is met.

Met - within timescales

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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