

Muir's Court Care Home Service

10 Muir's Court
Uphall
Broxburn
EH52 5JQ

Telephone: 01506 856 090

Type of inspection:
Unannounced

Completed on:
12 March 2025

Service provided by:
Community Integrated Care

Service provider number:
SP2003002599

Service no:
CS2003011068

About the service

Muir's Court is a care home which provides care and support to five adults who have a learning disability. Care and support is available 24 hours per day.

The support is provided by Community Integrated Care. The accommodation is a large ground floor flat which is situated in Uphall. It is within walking distance of local amenities and public transport. The accommodation consists of a sitting room, dining kitchen, bathroom, shower room, utility room, five bedrooms, and a staff office. There is a small shared garden to the rear. The flat is accessible for people with a physical disability.

There were five people living at Muir's Court at the time of this inspection.

About the inspection

This was an unannounced inspection which took place on 7, 10, and 11 March 2025. 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, and spent time, with everyone who receives care and support
- received feedback from two relatives
- spoke with, and received feedback, from five staff and management
- observed practice and daily life
- reviewed documents
- received feedback from external professionals.

Key messages

- There was a relaxed and homely atmosphere within the house.
- Staff were proactive and promoting positive health and wellbeing outcomes for people.
- Staffing levels could improve to ensure support is available for people to participate in meaningful activities in the community.

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?	4 - 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.

The atmosphere in the house was warm and welcoming. Staff engaged with people at every opportunity, taking time to listen and encouraging them to have their voices heard. People receiving support had built kind and respectful relationships with each other. We observed warm and encouraging interactions between staff and people receiving support. One external professional told us, "There were positive relationships between people being supported, it was very relaxed as this contributed to the homely feel of the house".

People were confident and happy with their service. People told us that they were happy sharing their home and that they liked the staff who offered support. A relative expressed confidence in the service and said that they had "a very competent group of staff who take pride in their work and always want the best for the [people] that they support", while another family member said "staff are friendly and easy to talk to".

Staff knew people well. The team were alert and responsive to changes in people's health needs. They were following guidance from external professionals and were supporting people to arrange and attend appointments including routine health screening. Staff took time to help people they were supporting to understand health interventions so that they could be fully involved and participate in their care. One relative told us that "the staff have been exceptional in the way that they are dealing with [my relative's changing health needs]. We have every confidence in the care they receive". We also heard from health and social care professionals with one who said "my service user has benefited greatly from the care and support of Muirs Court. [They are] nurtured and cared for. In all matters they have listened and supported them to be included in decision making". The team were proactive and promoting positive health and wellbeing outcomes for people.

Support plans were personalised. Information was accurate and helped inform staff about how to deliver support safely taking account of people's personal preferences. Support plans were being reviewed on a regular basis. This meant that staff had the right information to support people well.

People were eating well. Everyone was involved in choosing and planning their meals. There were opportunities to be involved with grocery shopping and aspects of cooking. Meals were nutritious and balanced. During the inspection, we experienced the aroma of an appetising home prepared meal. People told us that they enjoyed the food. We observed that mealtimes, particularly dinner, was sociable and relaxed with people choosing to eat together. One visiting professional described to us when they visited that "there was delicious smelling food in the slow cooker". This was helping support people's physical health and wellbeing.

Medication systems were good. Following a change to medication administration, the service had put in place enhanced audits procedures which were being carried out regularly. Where discrepancies had been identified, these were acknowledged quickly and managed well. This was enabling the team to learn and ensure good standards of medication administration.

How good is our staff team?**4 - Good**

We evaluated this key question as good, where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

The team were working well together. We observed good communication between the management team, staff, people who received a service, and their relatives and representatives. Where concerns or areas for improvement were raised, these were acknowledged and followed up. This meant there was a positive atmosphere for people receiving support.

The management team were monitoring service delivery and staffing arrangements. Existing team members and bank workers stepped in to provide support when additional staffing was required. The service was not using agency staffing. This meant that there was good consistency and that people knew their staff well.

Due to changes in people's support arrangements, the opportunities for social support in the community had decreased since the last inspection. People, living at Muirs Court, told us "I would like to spend more one-to-one time with my support staff" and that they would like to "be able to spend more quality time with staff and go out more". The service was ensuring people continued to receive support but opportunities for people to engage meaningfully in the community with staff support were more limited. The management team were doing everything they could to address this by recruiting new staff and liaising with health and social care practitioners to review people's care and support needs. We were confident that the management team were prioritising people's needs and deploying staff accordingly.

Staff were well trained. We heard that they felt confident providing support and the training provided helped inform their practice. We found that training levels were high. This ensured staff had the right skills and knowledge to meet people's needs.

The team were well supported. There were a range of supervision and support opportunities, including one-to-one meetings, competency observations, and team meetings. Staff told us that meetings were held regularly and the management team were approachable and always supportive. We sampled records and noted that staff were encouraged to reflect on their practice and personal development. This was helping individual workers develop in their role and also feel valued and respected.

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?	4 - Good
3.3 Staffing arrangements are right and staff work well together	4 - Good

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