

## Quarriers Finnart Street Care Home Service

156 Finnart Street  
Greenock  
PA16 8HY

Telephone: 01475 727 889

**Type of inspection:**  
Unannounced

**Completed on:**  
24 March 2025

**Service provided by:**  
Quarriers

**Service provider number:**  
SP2003000264

**Service no:**  
CS2003001114

## About the service

Finnart Street is part of the national Quarriers charity and is a care home for adults with learning disabilities, and is situated in a residential area of Greenock. It is close to local transport links, shops and community services.

The service provides individualised care and support. There were six people living at the service at the time of this inspection.

Accommodation is a traditional detached villa that has six bedrooms, a kitchen, lounge, bathrooms on both levels and a staff sleepover area. There is a spacious garden to the rear of the building.

## About the inspection

This was an unannounced inspection which took place on 21 and 22 March 2025 between 09:00 and 20:30. 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:

- gathered feedback from pre-inspection questionnaires (five responses were received from people and five responses were received from staff)
- spoke with all people using the service and two of their relatives
- spoke with three relatives by telephone
- spoke with four staff and management
- observed practice and daily life
- reviewed documents
- gathered feedback by email from two visiting professionals.

## Key messages

- People enjoyed a variety of activities and were supported to get the most out of life.
- The staff team were skilled at responding to people's changing health and wellbeing needs.
- There was a whole service approach to ensuring that daily tasks were being completed.
- Quality assurance should improve to ensure that the service identifies areas that need attention within personal plans.
- People and their families were very happy with their care and support.
- The staff team worked well together.

## 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?	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.

People benefitted from regular healthcare assessments, access to community healthcare and treatment from competent trained practitioners. The service supported people to use assistive technology which enabled them to have control of their own health and wellbeing. Staff closely monitored any changes to people's health and wellbeing and ensured that related information was up to date.

People regularly had fun, and social bonds were strengthened because the support they received enabled people to build and maintain meaningful relationships with others both within and outside of the care home. Family and friends were regular visitors to the home. One person said 'I like it here' whereas another told us, 'I like the scenery'. One relative said 'my relative really enjoys the care and feels this is their home. My relative and I are delighted' and another relative told us, 'I'm grateful he's here'. People and their relatives were very happy with their care and support.

A quarterly newsletter shared people's enjoyment on a variety of activities. We heard how people were supported to make the most out of life. The service facilitated indoor, outdoor, group and individual activities. People were enthusiastic telling us about going to the theatre and even on going on holiday to Spain. Indoor activities included baking and gardening.

A few people had designated roles within the home and took ownership for completing tasks related to their nominated role, for instance, maintaining the staff visual board. People were central to what was going on in their home on a daily basis and were enabled to live as independently as possible.

Whilst people could be assured that they were supported to receive their medication as prescribed, guidance around people's medication records could be improved to ensure that information was clear and accurate.

People were fully involved in decision-making about their care and support through their personal plans. These were reviewed monthly by their key worker and provided a good overview of their current health and wellbeing. However, personal plans were not always kept up-to-date with any changes. Changes to the current auditing processes were needed to improve this (see area for improvement 1).

### Areas for improvement

1. To support people's health and wellbeing, the service should improve the quality assurance of records to ensure they are accurate.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'I experience high quality care and support because people have the necessary information and resources' (HSCS 4.27).

**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.

People benefitted from a stable staff team that knew them well. Recent internal promotions had created some vacancies that were currently being recruited to. In the meantime, staff had worked hard to ensure continuity of care and support. This meant that promoted staff were not yet able to fully focus in their new roles, which included aspects of quality assurance.

Staffing arrangements allowed for more than basic care needs to be met and supported people to get the most out of life. The staff team worked well together and had time to provide care and support with compassion and engaged in meaningful conversations and interactions with people. Relatives told us 'staff have been really supportive. They take good care of my relative' and 'They genuinely care for my relative's wellbeing'.

People and their relatives were confident that staff had the necessary skills and competence to support them. There was a clear staff assurance framework that provided a structure of training for all roles within the service. This included values, the Health and Social Care Standards and any applicable codes of practice and conduct, as well as specific areas of practice such as, the safe administration of medication.

## What the service has done to meet any areas for improvement we made at or since the last inspection

### Areas for improvement

#### Previous area for improvement 1

The provider should refer to the good practice guidance in the Care Home Infection Prevention and Control Manual and align their policies with such good guidance.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I experience high quality care and support based on relevant evidence, guidance and best practice' (HSCS 4.11) and 'I experience high quality care and support because people have the necessary information and resources' (HSCS 4.27).

**This area for improvement was made on 11 November 2022.**

#### Action taken since then

People were safe and protected because the service had been proactive in ensuring that systems and resources were in place to prevent infection. The service policies and procedures referenced and adhered to good practice guidance such as the national infection prevention and control manual (NIPCM). Regular cleaning schedules were taking place and staff had the necessary training, skills and competence to prevent the spread of infection which meant the risk of infections spreading within the home were minimised.

**This area for improvement has been met.**

#### Previous area for improvement 2

The manager should ensure that a service development plan is available to people, their families, staff and senior management.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I use a service and organisation that are well led and managed' (HSCS 4.23).

**This area for improvement was made on 11 November 2022.**

#### Action taken since then

The service development plan was on display which outlined service aims and objectives. Part of this included an action plan which outlined how the service intended to meet these.

To ensure the service consistently delivered high-quality care, processes were in place to enable residents and their relatives to regularly give feedback.

**This area for improvement has been met.**

## 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 staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good



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