

## Mannering Avenue Care Home Service

34-38 Mannering Avenue  
Lochside  
Dumfries  
DG2 0NG

Telephone: 01387 720 876

**Type of inspection:**  
Unannounced

**Completed on:**  
4 April 2025

**Service provided by:**  
Voyage 1 Limited

**Service provider number:**  
SP2004005660

**Service no:**  
CS2015342405

## About the service

Mannering Avenue is registered to provide a care home service to a maximum of eight adults with learning disabilities / mental health issues who may also have physical and or sensory impairments. The provider is Voyage 1 Limited.

The purpose-built care home is situated in a residential area of Dumfries, close to transport links, shops and community services.

The care home has eight single rooms with ensuite facilities and is built over two floors. There is a passenger lift providing access to the first floor. The entrance is situated on the ground floor which also has a communal kitchen, dining area and lounge.

People have access to a safe and secure garden at the rear of the home offering access to outdoor space. There are good car parking facilities at the side of the premises.

At the time of the inspection there were eight people living at the home.

## About the inspection

This was an unannounced inspection which took place on 1, 2 and 3 April between 09:00 and 18:00. 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 with five people who live at the service and one of their relatives;
- spoke to 13 staff and management;
- received feedback from five visiting professionals;
- observed practice and daily life; and
- reviewed documentation.

## Key messages

- Management were experienced and highly motivated, and adopted effective ways to support continuous improvement in the service.
- People received support from a consistent team of knowledgeable staff who supported them with genuine warmth.

## 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
How good is our setting?	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.

Staff supported people in a person-centred way to meet their needs and were observed as being warm and caring in their engagement with people. We saw positive relationships between staff and people supported, people engaging in humour and being treated with respect. This supports people to achieve their individual outcomes.

People spoke very positively about the care and support provided at Mannering Avenue. One relative told us, "it's absolutely great care and support he's getting. They're looking after him really well. He's come on so well since being there". One visiting professional told us, "I believe what Mannering Avenue delivers is excellent care in a very professional, competent and efficient manner". This positive approach to care and support ensures very good outcomes for people.

People's rights were respected. Staff were clear and confident on people's rights, including any restrictions that were in place. Where people's independence and choice was restricted, this was clearly recorded in their personal plans. Staff were observed to uphold people's human rights, and one professional told us "the staff team hold resident's rights in mind. They have a positive approach to utilising the most beneficial and least restrictive options".

People were supported to identify and achieve their wishes and aspirations. There were individual activity planners which were updated regularly in line with people's goals and preferences. People were supported to take part in a range of activities including swimming, arts and crafts and holiday's of their choice. This helped to make people feel engaged, happy and included.

Staff believed in people's abilities, strength and potential and as a result outcomes for people were very good. People were encouraged and enabled to take part in everyday activities to the best of their ability such as shopping, household tasks and personal care. This enabling approach helps people reach their full potential and be as independent as possible.

People received responsive, person centered care and support to meet their needs and wishes. Staff we spoke with appeared knowledgeable about people's care and health needs and how to support them. We saw evidence of involvement from a range of health professionals, including dietician, psychiatry, learning disability services and speech and language therapy. We heard of success stories where staff worked creatively to overcome barriers and support people to engage in health checks that had previously been unachievable for them. This person centered approach to care ensure's people receive responsive care to meet changes to their needs.

Personal plans and risk assessments were a reflection of people's strengths and abilities. People were encouraged to take an active role in planning their care and this was facilitated in a way that suited their individual needs. Staff adopted creative ways to involve people in care planning to ensure they remained at the focus of support provision. This assured us that people were listened to and their views were valued.

Staff followed safe practices for medication management. Medication administration records showed people received their medication in line with the prescriber instructions. Where a staff learning need was identified,

the management team had developed bespoke staff training to ensure they were confident and competent in their role. This meant that people received the right medication at the right time to maintain or improve their health.

The management of stress and distress symptoms was a key focus within the service. Detailed and robust care plans were in place which guided staff practice to ensure positive behavioural support. We saw the staff team take a positive approach to exploring what the behaviour may be communicating. This supported a reduction in the use of restrictive practice as a result of staff learning and applying techniques that suited the individual's needs. This led to very good outcomes for people and ensures people feel safe and at ease.

### 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.

The staff team were motivated, supportive and shared the aims and values of the service. One relative told us, "the staff are a credit to the service. They have all been very friendly and welcoming". Another visitor told us "the management and staff team go above and beyond. They're very approachable". This meant that people living in Mannering Avenue were cared for and supported by a dedicated and positive workforce.

People living in Mannering Avenue benefitted from a warm atmosphere because there were good working relationships. Staff adopted a flexible and supportive approach to team working and told us they could "lean on each other" when needed. This responsive approach to changing situations ensures care and support is consistent and stable.

There was a range of opportunities which supported effective communication between staff, including regular team meetings, daily handovers and staff newsletters. Staff had the opportunity to discuss their work and were encouraged to reflect on practice including how best to improve outcomes for people.

Staffing arrangements were effective to meet the needs of people. We saw evidence of the management team taking on board feedback on staffing arrangements from staff and people in the service. This led to changes being made to ensure there was an effective deployment to support good outcomes.

The management team made sure staff wellbeing was promoted in order to help support the personal health and welfare of staff. Successes and achievements of staff were celebrated and staff were supported with their wellbeing in a range of ways. Staff told us management were very supportive towards them and one said, "I would not be here if it was not for the support of the management and my colleagues".

Staff were encouraged and supported to develop professionally through regular supervision and appraisals. We saw evidence of supportive action taken to develop staff where practice had been identified as sub-standard. The management team promoted a culture of shared responsibility for supporting and maintaining the high standards of practice seen in the service. This helped increase staff self awareness and improve their practice to benefit the people they supported.

### How good is our setting?

**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 home was clean, fresh and good infection control was promoted throughout the environment. Staff completed daily cleaning schedules which people were supported to take part in as part of their daily routine. These were quality assured by senior staff with actions identified and addressed. This meant that the environment supported good outcomes for people by giving them a comfortable and clean place to live.

People's bedrooms were personalised and well adapted to their needs and preference. People were proud of their bedrooms and keen to show inspectors.

Refurbishment was ongoing in the home. People living in the home had been involved in decisions for redecorating. There were ongoing plans to make improvements to furnishings and replacing some of the flooring.

Regular environmental safety checks were taking place. We saw evidence of repairs and maintenance taking place promptly. This ensures people live in a safe environment which is fit for purpose.

People had access to a range of spaces where they could choose to spend their time. We saw people making use of the games room and newly refurbished sensory room. There was open access to a secured garden area where people had the opportunity to take part in growing vegetables. This ensures people have access to outdoor space and fresh air.

The location of Mannering Avenue provided people living there with easy access to the local community. There was good transport links and residents utilised these regularly. This provides opportunities for social connection and community integration.

## 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

To ensure good outcomes for people experiencing care, the service should ensure that they maintain accurate records of all personal belongings.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I experience care and support where all people are respected and valued'. (HSCS 4.3).

**This area for improvement was made on 4 May 2022.**

#### Action taken since then

Personal inventory forms of people's belongings were available for each person living in the service. These included relevant details and we saw evidence of this being reviewed and kept up to date.

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

#### Previous area for improvement 2

To ensure that people's expectations are met in relation to spending time with family and friends, the provider should discuss and document people's anticipated outcomes and wishes in their personal plans.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that 'I am supported to manage my relationships with my family, friends or partner in a way that suits my wellbeing.' (HSCS 2.18).

**This area for improvement was made on 4 May 2022.**

#### Action taken since then

There was an open visiting policy in place, and visitors could attend whenever they pleased. A meaningful connections policy was also in place in the service which provided guidance on preparing for and welcoming visitors. People were supported to visit their family in line with their personal preference. This was clearly recorded in people's personal plans and we saw regular discussions taking place which included the involvement of people being supported.

**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
How good is our setting?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good

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