

Daniel House Care Home Service

243 Nithsdale Road
Pollokshields
Glasgow
G41 5AQ

Telephone: 0141 427 0761

Type of inspection:

Unannounced

Completed on:

30 August 2019

Service provided by:

Mainstay Trust Ltd.

Service provider number:

SP2003000175

Service no:

CS2003000863

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services can be found on our website at www.careinspectorate.com. The service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Daniel house is a Care Home registered for nine adults with a learning disability. The provider is Mainstay Trust Ltd. Daniel House is in a quiet residential area on the south side of Glasgow in a large detached Victorian house. There is a well-maintained garden area surrounding the house. At the time of the inspection eight people were living there.

The stated aim of the organisation is:

"To provide appropriate, flexible support, both practically and emotionally, to people with a learning or physical disability and their family carers, which will grow and develop with them from an early age into their senior years."

What people told us

"All staff are very approachable."

"staff are fun."

"Staff are easy to talk with and good at listening."

"I know how to complain."

Self assessment

The Care Inspectorate did not request the service to submit a self assessment for this inspection year.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	5 - Very Good

What the service does well

People using this service said that they were supported to feel safe. Service users we spoke with discussed who they would speak to if worried, everyone knew who their key worker was and how to complain if needed. The service had also identified a service user who was approachable that other service users could speak to if they were worried about anything.

People were confident that the organisation and management team safely recruit staff and that they were protected from harm as staff had a clear understanding of their responsibilities. Overall, we found that the recruitment practice was safe.

Support plans gave clear direction about how to deliver people's care and support, and how their needs will be met. From discussions with staff and service users we found that there were appropriate assessments in place to inform best practice, this meant that people were confident that their health and wellbeing needs were being met.

Service users experienced warmth, kindness and compassion in how they were supported and cared for. People we spoke with, were positive about the staff who supported them. We saw consistently, very warm and caring interactions from all staff who worked in this home. This reflected that staff knew service users well and this created a friendly and relaxed, homely atmosphere.

How people spend their day is important in maintaining people's physical and mental wellbeing and people continued to highlight this as a positive part of being supported by skilled staff. There were good community links and clear plans for meaningful activities were provided by a dedicated and consistent team. It was evident that staff were aware of people's interests and what they liked to do. The outcomes achieved by people were reflected through individual evaluations.

Reviews all took place and staff explained how they involved service users to have a meaningful role with decision making. People should be sure that their health needs are well supported.

Staff were positive about working with this provider and gave very good examples of strong teamwork. People should have confidence that the service and organisation that they use are well led and managed. Relatives, and service users were supported to give regular feedback on how they experience care and support, which the organisation uses to learn from and improve.

We saw that people had the opportunity to be involved in making decisions about using this service and being kept up-to-date through regular meetings. People were also completing regular surveys. The service had a culture of continuous improvement with robust quality assurance processes. We saw that there was a system in place to monitor the quality of staff practice and care through meetings, audits and any compliments or complaints received. We could see that management were aware of the current care needs of people using these resources and we saw how the service had identified some areas for improvement.

What the service could do better

We discussed with management the need to continue to develop an improvement plan to take account of all the audits and this should be made available in easy to follow formats to service users to show how the service was taking on board service users' views while continuing to improve. In order to support people's health and wellbeing, care records gave clear direction about how to deliver each person's care and support as well as details of personal interests and preferences.

Although we found that the detail about people's care needs recorded in personal plans was generally very good and staff were able to tell us about the support being provided, we continued to find that the detail needed to be more person-centred and outcome focused. Plans also needed to focus on the person's main area of care and support whether these outcomes had been achieved. (See recommendations 1 and 2).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. In order that people are supported effectively, the service should develop care plans which highlight unique positive outcomes in formats that are easy for service users to understand.

This ensures that care and support is consistent with the Health and Social Care Standards, which state that, 'I get the most out of life because the people and organisation who support and care for me have an enabling attitude and believe in my potential' (HSCS 1.6)

2. In order to ensure that people receive care and support which is personal to them, the staff team should ensure that:

- planned care is focused on people's main area of care and support, meaningfully evaluated and reviewed:
- care reviews are used to identify future outcomes, new experiences and goals in formats understood by each individual.

This ensures care and support is consistent with the Health and Social Care Standards, which state that 'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices' (HSCS 1.15); 'My needs, as agreed in my personal plan, are fully met, and my wishes and choices are respected.' (HSCS 1.23).

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

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

Previous requirements

There are no outstanding requirements.

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

Previous recommendations

Recommendation 1

The provider should ensure that each person's support needs are identified, and enough detail included in care plans to guide staff on the best way to support the person.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that my care and support meets my needs and is right for me (HSCS 1.19) and my needs, as agreed in my personal plan, are fully met (HSCS 1.23).

This recommendation was made on 19 April 2018.

Action taken on previous recommendation

Managers and senior support workers have had support plan training, sampled support plans confirmed that regular updating of care plans is taking place. Robust audits in place, staff interviews discussed protected time to stay up to date with paperwork. This recommendation is now met.

Recommendation 2

The provider should ensure that remedial action is taken when fridge temperatures are out with the safe range.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that my environment is secure and safe (HSCS 5.17).

This recommendation was made on 19 April 2018.

Action taken on previous recommendation

Managers and senior support workers confirmed that appropriate checks were now in place, sampled paperwork confirmed this. This recommendation is now met.

Recommendation 3

Where a sensor is fitted to a person's bedroom door to monitor their movements in and out, the provider should ensure that a risk assessment is in place.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that if my independence, control and choice are restricted, this complies with relevant legislation and any restrictions are justified, kept to a minimum and carried out sensitively. (HSCS 1.3)

This recommendation was made on 19 April 2018.

Action taken on previous recommendation

Managers and senior support workers have had completed relevant paperwork to comply with best practice guidance. This was reviewed regularly to ensure best practice was being followed. Robust audits were in place, staff interviews confirmed this. This recommendation is now met.

Inspection and grading history

Date	Type	Gradings
19 Apr 2018	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing Not assessed Management and leadership Not assessed
20 Apr 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
23 Jun 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
31 Jul 2014	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
19 Jun 2013	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 4 - Good Management and leadership 5 - Very good
11 May 2012	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
3 Dec 2010	Unannounced	Care and support Not assessed Environment 4 - Good Staffing Not assessed Management and leadership Not assessed
28 Jul 2010	Announced	Care and support 5 - Very good Environment 4 - Good Staffing Not assessed

Date	Type	Gradings	
		Management and leadership	Not assessed
12 Jan 2010	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate 4 - Good Not assessed
4 May 2009	Announced	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate 4 - Good 4 - Good
17 Nov 2008	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate 4 - Good Not assessed
19 Jun 2008	Announced	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate 4 - Good 4 - Good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.