



REPORT TO: PERFORMANCE & AUDIT COMMITTEE – 19 JULY 2017
REPORT ON: OUTCOME OF CARE INSPECTORATE INSPECTIONS
REPORT BY: CHIEF FINANCE OFFICER
REPORT NO: PAC17-2017

1.0 PURPOSE OF REPORT

The purpose of this report is to advise the Performance & Audit Committee of the outcome of the recent Care Inspectorate inspections of the MacKinnon Centre and older people care homes Craigie House and Turriff House.

2.0 RECOMMENDATIONS

It is recommended that the Performance & Audit Committee (PAC):

- 2.1 Notes the content of this report and the content of the inspection reports (attached as appendices 1, 2 & 3).
- 2.2 Notes the one requirement for the MacKinnon Centre as outlined in paragraph 4.3.5.
- 2.3 Notes the grades awarded to the service, the strengths of the service, and the very positive comments made by service users and carers.

3.0 FINANCIAL IMPLICATIONS

None.

4.0 MAIN TEXT

4.1 Craigie House

Craigie House was inspected by the Care Inspectorate on 25 January 2017. The Care Inspectorate inspection report is attached as Appendix 1. The service was inspected on two quality themes:

Theme	Grade
Quality of care and support	5 (very good)
Quality of environment	4 (good)

- 4.1.1 Craigie House is a care home for predominantly older people. The care home is full and cares for 24 residents, the vast majority of whom have a diagnosis of dementia.
- 4.1.2 The inspector reported that, 'The staff at Craigie House provide a warm, welcoming and friendly atmosphere for people using the service, relatives and visitors. People were well supported and treated with care, warmth and respect by the staff team. A range of meaningful activities were provided to maintain people's individual level of independence and linked to their preference'.
- 4.1.3 The inspection report highlighted the limitations of the building, which due to its age and design have the potential to have negative impact in caring for residents with dementia. The inspector comments, the home environment could be improved further to support people's abilities and individual levels of independence. 'People's experience of living in the home may be limited by the environment'.

4.1.5 Service user comments included:

'The staff are marvellous.'

'The staff are all very nice. I couldn't say anything bad about them.'

'If you don't like something [on the menu] they make you something else.'

4.1.6 There were no recommendations or requirements in the report.

4.2 Turriff House

Turriff House was inspected by the Care Inspectorate on 1 March 2017. The Care Inspectorate inspection report is attached as Appendix 2. The service was inspected on two quality themes:

Theme	Grade
Quality of care and support	5 (very good)
Quality of management and leadership	5 (very good)

4.2.1 Turriff House is a care home for predominantly older people. The care home is full and cares for 32 residents, the vast majority of whom have a diagnosis of dementia. The home is divided into four suites of eight bedrooms, with a separate activities room. All rooms are on the ground floor and have access to the garden grounds which have been designed with the needs of the residents in mind.

4.2.2 The Inspector reported that 'staff had a very good understanding and knowledge of people's support needs. Personal plans provided a lovely level of person-centred information and guidance on what the person could do for themselves and the support they needed for staff. Staff were following this guidance appropriately'.

4.2.3 'People were kept safe by staff following good practice guidance when administering medication'.

4.2.4 'The service used a number of audits and surveys to measure how the home was performing. The outcome of these were very positive and showed people were very happy'.

4.2.5 Relatives and service users comments included:

'Without doubt my relative is well looked after.'

'Staff are respectful and caring to residents.'

'When you walk in the door, you feel part of what is going on.'

4.2.6 There were no recommendations or requirements in the report.

4.3 MacKinnon Centre

The MacKinnon Centre was inspected by the Care Inspectorate on 15 February 2017. The Care Inspectorate inspection report is attached as Appendix 3. The service was inspected on two quality themes:

Theme	Grade
Quality of care and support	6 (excellent)
Quality of environment	6 (excellent)

4.3.1 The MacKinnon Centre is a dual registered service for Respite and Skills. The Respite element of the Centre was inspected on this occasion. The MacKinnon Centre Respite Service is predominantly for service users under the age of 65. It is a fully modern 10 bedded unit with individual bedrooms and lots of social space as well as spacious and accessible gardens.

4.3.2 The inspection report detailed that 'The service had a very strong participation ethos and practice. The service engaged with users of respite in a variety of ways to gather their views. Users spoken with confirmed that their views were often looked for. One cited the meet and

greet meeting when respite started which was aimed at asking residents what they wanted to do at the centre on respite.'

4.3.3 'Care plans that were inspected were very detailed and reflected the needs of the people the service was working with. They included areas such as personal care, mobility, continence, eating, night care, transport, mental wellbeing, cultural needs, religious needs and hobbies'

4.3.4 The inspector spoke to a two service users and two stakeholders who's comments included:

'They treat me with dignity and respect when they are assisting me with personal care.'

'The food is good and always a choice of two alternatives. In fact I'm sure if I did not like the two dishes on offer they would make me something else.'

4.3.5 The service had one requirement:

'The service protocol for bathing and showering assistance should include checking hot water regulation was working by testing how hot the water goes.'

4.3.6 This requirement was discussed with the Inspector at the time of inspection feedback. The Inspector acknowledged the temperature of the hot water was limited in the building, however there was not a formal protocol in place which required staff to check the temperature of the water prior to users using the bath or shower.

4.3.7 The action from this requirement was to implement a protocol that formalises staff check the temperature of water prior to users of the service having a bath or shower and this protocol has been implemented.

5.0 POLICY IMPLICATIONS

This report has been screened for any policy implications in respect of Equality Impact Assessment and Risk Management. There are no major issues.

6.0 CONSULTATIONS

The Chief Finance Officer and the Clerk were consulted in the preparation of this report.

7.0 BACKGROUND PAPERS

None

Dave Berry
Chief Finance Officer

DATE: 23 June 2017

Craigie House Care Home Service

25 Southampton Road
Dundee
DD4 7PN

Telephone: 01382 431106

Type of inspection: Unannounced
Inspection completed on: 25 January 2017

Service provided by:
Dundee City Council

Service provider number:
SP2003004034

Care service number:
CS2003000470

About the service

Craigie House is run by Dundee City Council and is registered to provide care for 44 residents, including up to 10 residents who have short stay respite breaks.

The care home is in the east side of Dundee and is on two levels. All residents have single bedrooms with en suite toilets. Eight bedrooms have en suite showers. The care home is divided into five suites; four suites are for ten residents each and one suite has four residents. Each suite has:

- a lounge
- a disabled access bathroom
- additional toilets
- a small kitchen to make snacks and drinks.

The home has a main dining room for residents to take their meals and where entertainment and activities are put on. Activities are also provided in each suite. There is a large secure, enclosed garden with raised beds, a seating area and summer house. The home also has a smoke room for residents' use.

This service has been registered since 1 April 2002.

What people told us

People using the service spoke positively about living in the home. They felt involved and that their views were taken into account by the staff and management. They were encouraged to make decisions and choices about their care. They felt the staff were caring and friendly towards them. Comments included:

- "Staff are marvellous."
- "I find it quite nice."
- "I like it here."
- "Staff are all very nice. I couldn't say anything bad about them."
- "Very good."
- "It's fine."
- "I find it nice here."
- "The food is quite good."
- "Meals are very good."
- "If you don't like something [on the menu] they make you something else."

Self assessment

We received a fully completed self assessment document from the service provider. We were satisfied with the way the service provider had completed this and with the relevant information they had given us for each of headings that we grade them under.

The service provider identified what they thought they did well, some areas for development and any changes they had planned. The service provider told us how the people who used the care service had taken part in the self assessment process.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	4 - Good
Quality of staffing	not assessed
Quality of management and leadership	not assessed

What the service does well

The staff at Craigie House provided a warm, welcoming and friendly atmosphere for people using the service, relatives and visitors.

Staff had a very good understanding and knowledge about people's health and care needs. They provided support at a pace and level suitable for people's abilities and choices.

People were well supported and treated with care, warmth and respect by the staff team. A range of meaningful activities were provided to maintain people's individual level of independence and linked to their preferences.

Staff encouraged people to make their own decisions about their day-to-day living in the home.

People were kept safe by a regular programme of safety checks, maintenance and repairs of the environment and equipment. The home was clean, bright and fresh.

There was a lovely secure garden area which was suitable for people with mobility support needs. Raised flower beds meant people in wheelchairs could be involved in planting and maintaining the garden areas. Vegetables grown in the garden were used by the kitchen for making soup and adding to people's meals. This level of involvement can have a positive impact on people's wellbeing.

People's support plans provided some person-centred information. These could be strengthened by providing a greater level of information on the person's abilities and level of support required from staff.

What the service could do better

The home environment could be improved to further support people's abilities and individual levels of independence. People's experience of living in the home may be limited by the environment. The service should review the environment in line with good practice guidance for supporting people with dementia and sensory impairments.

Inspection report

We discussed some improvements to the home's administration of medication procedures. This included the use of pain assessment tools and protocols for 'as required' medication. The manager planned to act on this.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

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

Inspection and grading history

Date	Type	Gradings
16 Dec 2015	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 5 - Very good Management and leadership 4 - Good
12 Jan 2015	Unannounced	Care and support 4 - Good Environment 5 - Very good Staffing 4 - Good Management and leadership 5 - Very good
20 Dec 2013	Unannounced	Care and support 4 - Good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
18 Jan 2013	Unannounced	Care and support Not assessed Environment Not assessed Staffing 5 - Very good

Date	Type	Gradings	
		Management and leadership	5 - Very good
22 Aug 2012	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	Not assessed
7 Sep 2011	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
22 Nov 2010	Unannounced	Care and support	Not assessed
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
19 Aug 2010	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
22 Feb 2010	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
28 Aug 2009	Announced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	5 - Very good
22 Jan 2009	Unannounced	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
30 Sep 2008	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good

Inspection report

Date	Type	Gradings	
		Management and leadership	4 - Good

To find out more

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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।

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Turriff House Care Home Service

4 Rannoch Road
Dundee
DD3 8RB

Telephone: 01382 436420

Type of inspection: Unannounced
Inspection completed on: 1 March 2017

Service provided by:
Dundee City Council

Service provider number:
SP2003004034

Care service number:
CS2003000479

About the service

Turriff House is a care home service run by Dundee City Council's Social Work Department. The home is registered to provide care for 32 older people. It does not provide nursing care.

The accommodation is purpose-built, being provided within four individual units each housing eight residents.

All residents have access to a range of communal rooms and facilities. Each unit consists of eight en suite bedrooms opening onto a lounge and dining area. All units are on ground floor level and have access to the garden grounds which have been designed with the needs of the residents in mind.

The accommodation has been furnished to a high standard with all rooms individually decorated and furnished. There are a number of comfortable areas to sit in around the house and grounds, good access into the house and parking for visitors.

This service has been registered since 1 April 2002.

What people told us

People using the service were positive about the care and support they received at the home. They spoke highly of the staff and the assistance they provided. Some people commented:

- "It's good here."
- "The staff are very nice."
- "Staff are lovely."
- "I'm fine here, I like it."
- "They are really very good."
- "Food is usually good."
- "We're not too bad here."
- "Good."
- "I like it" (food).
- "Usually good" (food).
- "Yes, some things going on each day" (activities).

Relatives were also very positive about the care provided at the home. Some relatives commented:

- "The job the staff do is outstanding."
- "Without a doubt my [relative] is well looked after."

- "Couldn't fault the staff."
- "Staff are lovely."
- "Staff very good."
- "You get a nice welcome."
- "All very friendly."
- "Staff respectful and caring to residents."
- "Plenty to keep [relative] occupied."
- "Excellent."
- "Brilliant."
- "Always made welcome."
- "When you walk in the door, you feel a part of what's going on."

Self assessment

We received a fully completed self assessment document from the service provider. This had been very well completed and provided a comprehensive level of information on what the service does well and the areas for development and changes they planned. The self assessment also provided a strong level of information on the outcomes for people using the service. The service provider also told us how the people who used the care service had taken part in the self assessment process.

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

Staff provided a warm, relaxed and friendly atmosphere for people living at the home and their visitors.

People were supported to make their own choices and decisions about their day-to-day life in the home. Staff provided care and support at a level and pace suitable for people's abilities and individual level of independence.

Inspection report

Staff had a very good understanding and knowledge of people's support needs. Personal plans provided a lovely level of person-centred information and guidance on what the person could do for themselves and the support they needed from staff. Staff were following this guidance appropriately.

A particular strength in the home was the level and range of meaningful activities being provided. The activity coordinator was highly motivated and enthusiastic about the role. People responded well to this. We were very pleased to see that all staff were aware of, and keen, to provide activities and maintain people's usual daily routines.

People using the service, relatives and staff all told us there were enough staff on each shift to care for them appropriately.

Each of the units within the home had direct access to the lovely secure garden areas. The activity coordinator was planning to further develop this area with people using the service. Access to outdoor space is an important part of maintaining people's wellbeing.

People were kept safe by staff following good practice guidance when administering medication.

The service used a number of audits and surveys to measure how the home was performing. The outcome of these were very positive and showed people were very happy with the service.

The service had a very good working relationship with local health professionals. This provided further guidance and advice to support staff to meet people's health needs effectively.

What the service could do better

We discussed with the manager the benefits of using pain assessment tools for people who are unable to say when they are in pain. She plans to progress with this.

Good practice would be to have a protocol in place when people are prescribed 'as required' medication. These provide advice and guidance for staff on when to administer the medication and any interventions which may be useful to try before the medication is administered. The manager planned to review this.

The service is planning training for all staff on supporting people with hearing needs. This should provide information and guidance on strengthening staff practice in this. We will follow up on this at the next inspection.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

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

Inspection and grading history

Date	Type	Gradings
17 Feb 2016	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 4 - Good
19 Sep 2014	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
24 Feb 2014	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 4 - Good Management and leadership 5 - Very good
6 Aug 2013	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 4 - Good Management and leadership 5 - Very good
11 Feb 2013	Unannounced	Care and support Not assessed Environment 4 - Good Staffing Not assessed Management and leadership 5 - Very good
6 Aug 2012	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership Not assessed
14 Feb 2012	Unannounced	Care and support 4 - Good

Inspection report

Date	Type	Gradings	
		Environment Staffing Management and leadership	Not assessed 4 - Good 4 - Good
18 Nov 2011	Unannounced	Care and support Environment Staffing Management and leadership	2 - Weak Not assessed 3 - Adequate 2 - Weak
26 Oct 2010	Unannounced	Care and support Environment Staffing Management and leadership	Not assessed 5 - Very good Not assessed Not assessed
17 Jun 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good Not assessed Not assessed
25 Feb 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
9 Sep 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
7 Jan 2009	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
20 May 2008	Announced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good

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Mackinnon Centre Care Home Service

491 Brook Street
Broughty Ferry
Dundee
DD5 2DZ

Telephone: 01382 431970

Type of inspection: Unannounced
Inspection completed on: 15 February 2017

Service provided by:
Dundee City Council

Service provider number:
SP2003004034

Care service number:
CS2003000501



About the service

The Mackinnon Centre is a respite unit for people with a physical disability. It aims to give carers a break and service users an opportunity to be cared for. The service provides care which ranges from assistance for people to learn or relearn skills to simple respite to give their carers a break. It is a fully modern 10 bedded unit with individual bedrooms and lots of social space as well as spacious and accessible gardens.

The service has recently begun a collaborative rehabilitation programme for people recovering from brain injuries. Staff have been specially trained and receive support from the brain injuries service.

What people told us

Two service users and two stakeholders were interviewed as part of this inspection. Their views were overwhelmingly positive. Here are some examples of what they said:-

Service users:

- Excellent!
- They ask us what things we'd like to do when we come in for respite. Then we can go to the cinema, to restaurants or just shopping.
- Ten out of ten.
- Staff always knock before entering my room.
- They treat me with dignity and respect when they are assisting me with personal care.
- I feel safe here and have made some friends.
- I have a support plan which they review every time I come in for respite.
- At the end of my stay they give me a questionnaire to fill out in relation to my views of my stay.
- The food is good and always a choice of two alternatives. In fact I'm sure if I did not like the two dishes on offer they would make me something else.
- For me it's like staying in a good hotel - the service is that good.
- I like the rooms, they have plenty of space and the whole centre is accessible in my wheel chair.

Stakeholders:

- As far as the brain injury joint working project is going, things have been fine. Three people have used the service and have been happy with it. This new pathway out of hospital is in its early stages but is going well. Staff at the MacKinnon were supported and trained. This service provides a therapeutic and social environment for people who might otherwise be in hospital prior to going home.
- We are lucky to have this service as a resource we can use. We use it frequently and successfully.
- The staff work well with the care managers and vice versa. We know that in an emergency they will try to help us out if we need a short term bed.
- Service users always enjoy going to the MacKinnon.
- One of their strong points is their emotional support for the people they work with.

Self assessment

Up-to-date self assessment was received.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of environment	6 - Excellent
Quality of staffing	not assessed
Quality of management and leadership	not assessed

What the service does well

Care and Support:-

- The service had a very strong participation ethos and practice. The service engaged with users of respite in a variety of ways to gather their views. This ranged from the Service Users representative Group Executive (SURGE), through exits surveys when a person finished their stint in respite to review meetings and involvement in recruitment. User spoken with confirmed that their views were often looked for. One cited the meet and greet meeting when respite started which was aimed at asking residents what they wanted to do while at the centre on respite.
- Care plans that were inspected were very detailed and reflected the needs of the people the service was working with. They included areas such as personal care, mobility, continence, eating, night care, transport, mental wellbeing, cultural needs, religious needs and hobbies. This meant that all workers knew exactly what support a person needed. Plans were accompanied with relevant risk assessments and general information on the person's wishes and choices. The plans were easy to read and up-to-date and outcomes focussed. Although people only stay for short respite periods all plans were regularly reviewed.
- A joint project with a local brain injuries hospital has now broadened the remit of this service and people recovering from a brain injury can use the respite beds for a planned period prior to returning to the community. Though it is early days for this project, stakeholders reported it was going well.
- The quality of social activities was high with residents having access to the range of facilities in the service and also planned trips out to places like the cinema, the waterfront, restaurants and walks. People could also practice skills in relation to walking, shopping and cooking.
- The food provided at the service was of a high quality. Service users, when interviewed, stated that the food was plentiful, well presented and offered plenty of choices. There was evidence of people being consulted on the menu plan and the inspector sampled the food and found it to be tasty and of good quality. The cook was aware of people's nutritional and dietary needs.
- All medication administration protocols were in place as well as policies and procedures to ensure the health and safety of service users in the respite wing.
- New users of the service had an opportunity to visit the service for half a day prior to their placement. They reported that this allowed them to feel relaxed about coming for a longer period.

Environment:-

- Each service user's room was of a high modern standard. Rooms had tracking hoists, wet rooms, automatic doors, specialist beds, wi-fi (a new addition) and emergency alarm systems.
- All service users had an electronic fob key to the door of their room - this protected each person's privacy and belongings.
- Access to, and within the building was suitable for people in wheelchairs. The entrance to the bedrooms were a door width and a half wide.
- The building allowed people use of a lounge, dining room, smoke room and quiet lounge if they needed it.
- On the day of inspection staffing levels were above those required by their staffing schedule. Staff and service users confirmed staffing levels had not been an issue.

The service was exemplary in the environment and level of care and support it gave - this is why the highest grades have been awarded for environment and care. The staff and provider are to be congratulated for their continuing hard work.

What the service could do better

The inspector felt that the service should develop their risk assessments in relation to assisting service users with showering/bathing so that checking water temp's at their hottest was tested to reassure staff that water temp regulators were working. See recommendation 1.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The service protocol for bathing/showering assistance should include checking hot water regulation was working by testing how hot the water goes.

National Care Standards 4 Care Homes for People with Physical and Sensory Impairment -Your environment 2 You can expect that the home is run in a way that protects you from any avoidable risk or harm, including physical harm and infection. The nature of its design, facilities and equipment contribute towards your quality of life in the care home.

Complaints

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

Inspection and grading history

Date	Type	Gradings	
4 Mar 2016	Unannounced	Care and support	6 - Excellent
		Environment	6 - Excellent
		Staffing	6 - Excellent
		Management and leadership	6 - Excellent
27 Nov 2014	Unannounced	Care and support	5 - Very good
		Environment	6 - Excellent
		Staffing	5 - Very good
		Management and leadership	5 - Very good
13 Dec 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
10 Dec 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
10 Sep 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
24 Mar 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
29 Sep 2009	Announced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	5 - Very good
22 Dec 2008	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good

Inspection report

Date	Type	Gradings	
		Management and leadership	5 - Very good
22 May 2008	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good

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

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