

Care service inspection report

Full inspection

Curo Salus - Northview House Care Home Service

Northview House
11 North Road
Johnstone



HAPPY TO TRANSLATE

Service provided by: Curo Salus Limited

Service provider number: SP2004006972

Care service number: CS2004079909

Inspection Visit Type: Unannounced

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and set out improvements that must be made. We also investigate complaints about care services and take action when things aren't good enough.

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Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

We gave the service these grades

Quality of care and support	6	Excellent
Quality of environment	6	Excellent
Quality of staffing	6	Excellent
Quality of management and leadership	6	Excellent

What the service does well

The young people who live in Northview house presented as relaxed, engaged and very positive about their living environment. We found the staff team to be considered, respectful and exceptionally supportive of young people's individual needs throughout the inspection process. Both staff and young people spoke of their sincere regard for each other and it was clear that genuine caring relationships have developed as a result.

The team were led by a warm and engaging management team who demonstrated an exceptional level of investment in each individual young person and their care plans and have high expectations of the young people who live at Northview House and Tandlebrae Cottage. Young people told us as a result of this they felt that the management and staff believed in them and their ability to do well.

The management enable the staff team to provide the highest level of practical and emotional support to the young people by providing high staffing levels and giving them lots of time for discussion about the young people. This ensured

that young people's needs were being met with an informed understanding of how they needed to be supported on any given day.

What the service could do better

The service was in the process of reviewing their approach to care planning. We could see where these had been implemented and reviewed. Whilst we found a document called 'care plan' it was clear that the young person's meetings were the monthly review of the care plan with the young person.

What the service has done since the last inspection

The last inspection noted one recommendation about how medication information is recorded and an area for development about the audit systems in place to monitor this. The service had reviewed their paperwork in relation to medication and there was now a clear recording and audit system in place. Whilst no young people required medication administration during the inspection, staff were able to talk us through the revised process and it was clear that they were conversant with this.

The service continues to regularly review their approach to ensuring that their paperwork is as clear and outcome focussed as possible as part of their approach to best practice. This is to support the staff team to remain clear and focussed on achieving positive outcomes for the young people.

Conclusion

Curo Salus - Northveiw House is an exceptionally well managed, well-staffed, homely environment for young people. The staff team demonstrated exceptional skills in caring for the young people and this, underpinned with their attachment based approach, made the environment warm and nurturing for the young people.

1 About the service we inspected

Curo Salus Northview and Tandlebrae service is managed by Curo Salus Ltd. This service is registered to provide residential care and support for a maximum of nine children and young people aged five - 18. The service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1st April 2011.

During the inspection there were seven young people living in the two houses. Another young person was being considered for placement at the time.

The main house is a large, detached two storey building in the Johnstone area with an extensive enclosed back garden and individual bedrooms with en-suite facilities. There are recreation, lounge and dining facilities. A separate facility known as the cabin is provided in the grounds to support one young person to lead a more independent lifestyle.

The service has an additional annex for two young people in a separate rural location. The annex is a small cottage with large enclosed gardens with two bedrooms, lounge and dining facilities.

All of the young people attend Northview House school, operated by the service provider at the nearby town of Kilbarchan. Northview House School is registered by HM Registrar for Independent Schools as a through school i.e. catering for both primary and secondary aged school pupils.

Admission to Curo Salus is usually planned with young people being able to live there for some time, however respite and assessment services are also available.

Curo Sauls state that their aims are:

- to equip each young person with the personal, emotional, social and learning skills to cope in a family placement, in a school and in a community
- to assist young people to form appropriate relationships in the context of a safe, therapeutic, nurturing and healing environment

- to assist young people to reach their full educational potential and prepare them to move back to the community.

Recommendations

A recommendation is a statement that sets out actions that a care service provider should take to improve or develop the quality of the service, but where failure to do so would not directly result in enforcement.

Recommendations are based on the National Care Standards, SSSC codes of practice and recognised good practice. These must also be outcomes-based and if the provider meets the recommendation this would improve outcomes for people receiving the service.

Requirements

A requirement is a statement which sets out what a care service must do to improve outcomes for people who use services and must be linked to a breach in the Public Services Reform (Scotland) Act 2010 (the "Act"), its regulations, or orders made under the Act, or a condition of registration. Requirements are enforceable in law.

We make requirements where (a) there is evidence of poor outcomes for people using the service or (b) there is the potential for poor outcomes which would affect people's health, safety or welfare.

Based on the findings of this inspection this service has been awarded the following grades:

Quality of care and support - Grade 6 - Excellent

Quality of environment - Grade 6 - Excellent

Quality of staffing - Grade 6 - Excellent

Quality of management and leadership - Grade 6 - Excellent

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website

www.careinspectorate.com or by calling us on 0345 600 9527 or visiting one of our offices.

2 How we inspected this service

The level of inspection we carried out

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

What we did during the inspection

In this inspection we gathered evidence from various sources, including the relevant sections of policies, procedures, records and other documents including:

- a sample of young people's case files, including care plans, risk assessments, behaviour management plans and care plan team records
- we sampled evidence of how the service consulted with the young people, including minutes of young people's meetings
- we looked at how the service consults with their staff team and stakeholders, including their recent stakeholder survey
- Health & Safety records
- the environment both at Northview house and also at Tandlebrea Cottage. One young person provided access to their bedrooms and showed us where they spent a lot of their time and another young person who lived on the grounds of the house more independently showed us their living space
- we sampled records of staff meetings and we observed a handover between the staff during a shift change
- we sampled staff training records and supervision minutes
- the service development plan.

We spoke with:

- five young people
- the service provider
- the person responsible for training and recruiting staff
- the head of care and the service manager
- two senior residential workers

- eight residential workers
- teaching staff at Northview School.

We gathered feedback from social workers and support workers of the young people who live at Northview house.

Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

Inspection Focus Areas (IFAs)

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at www.firescotland.gov.uk

The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic

Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

The service submitted a full and detailed analytic self assessment.

Taking the views of people using the care service into account

We spoke with five young people during the inspection And they spoke highly about the staff team, the managers and the environment at Northview House.

One young person told us "...these people really care about me. I know they want the very best for me."

Further comments from young people are included in this report.

Taking carers' views into account

Social workers and support workers provided extremely positive feedback about Northview house and commented on the commitment of the staff team and management to getting the very best possible outcomes for the young people.

3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 6 - Excellent

Statement 1

“We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.”

Service strengths

During this inspection we found that the service had maintained the excellent standard we reported on at our last inspection. The young people we spoke with told us that they speak with the staff and the managers on a daily basis about everyday events in the house and decisions that involve them. We found the staff team to be available and engaging with the young people throughout the inspection.

Young people were provided with a high level of information on moving into placement at Northview House. The staff and manager conducted pre-placement visits with the young people to establish relationships and involve them in planning their admission.

Regular care planning meetings provided a forum for young people to have their say about how they were being cared for and any decisions affecting their lives. We could see from minutes of these meetings that young people could direct care where appropriate and that their thoughts and view were listened and responded to. One young person told us that generally when they make a reasonable request they get what they want and when this is not possible it is explained to them why it is not possible.

House meeting minutes (called a "wee blether") followed a similar format where young people were asked for their views about issues affecting the living environment. We could see from the minutes that young people requests were progressed quickly. When more discussion was needed the issue was discussed within the staff team meetings. It was clear from the minutes that every request made by young people was considered regardless of the nature of it. This approach to inclusion was underpinned by a robust participation policy. One young person told us "... they really listen to me. I know they care what I think".

We observed warm, caring and supportive relationships between the staff team and the young people. Staff members were available and aware of the young people at all times during our visits to the service and they interacted with them in a playful, kind and nurturing way. The staff team told us that they understood the importance of building trusting relationships with young people to ensure that they felt included and important in their home. One staff member in Tandlebrae Cottage told us "... it's important to really know the young person, to understand them when they aren't saying anything... I worked with one young person and we had a really hard week together but by the Saturday they were able to come downstairs and give me hug, that's when I knew we had a breakthrough"

We found that the staff team were highly attuned to the young people and they were aware of potential issues that may cause them unnecessary upset. Recognition of this and careful consideration had been put into planning for the young people. There was evidence of innovative practice - for example using technology to enable young people who struggle with formal settings to participate in children's hearing when, for whatever reason; they could not attend in person. The outcome of such practice meant that young people were able to comfortably and confidently take part in the hearing. There are plans to develop this further by using FaceTime and Skype to enable young people participation in meetings that affect their future.

We could see from young people's care plans that, where appropriate, the service connected with parents and carers and the same approach to relationship building was promoted. Contact was supported positively for young

people and parents in the house where appropriate and the staff team provided direct support for contact in carers' homes. A social worker told us "...Both Northview House and Curo Salus school offer a warm and welcoming environment for young people, families and agencies. They have accommodated contact with family and meetings appropriately".

The staff team actively supported the use of Who Cares? Scotland. Advocacy workers visited the house regularly to meet with the young people. We could see from minutes of discussions with the young people that they were supported to access the service and when they were experiencing challenges the staff team encouraged them or directly contacted Who Cares? Scotland on their behalf. This ensured that young people had independent support to have their views heard if and when it was required. Young people told us that they knew who their Who Cares? Scotland worker was and how to access them when they wished to.

It was clear that the young people views had been actively sought in developing the environment. Young people's bedrooms were extremely comfortable and they were able to express themselves in the space. A social worker told us... Young people are encouraged to stamp their individuality within their own personal rooms and there are good, robust rules and boundaries consistently in place... One young person told us about shopping for homely items such as rugs and lamps. The young person took pride in showing us around the house and showing us the young people's choices for the décor.

Comprehensive handover meetings meant that staff were fully informed about the young people. We sat in on one handover meeting and found that meaningful and insightful discussions took place about how the young people had been, individually and as a group during the staff teams' shifts. Careful attention and consideration was given to planning for the young people. Discussions included which staff member would be the best person to support each young person and what the plan would be for the shift. Lots of time was given to ensuring that all staff felt fully informed before starting their shift.

Management took the time to ensure that the young people have a significant role in staff recruitment. The feedback they provide is reviewed and highly valued by the employment team. The staff member responsible for this told us

"...the young people are the best judge of character for any potential member of staff. They know what they need in a staff member and their views are fundamental in the process". Young people were involved in the induction of new staff members and their feedback was used throughout the process. We sampled written feedback sheets from young people from other houses in the service who had taken part in this process and we could see that two members of staff had been employed into those houses partly as a result of the feedback from the young people who lived there.

Young people are encouraged to visit the other houses at Curo Salus. The head of care told us that this provides an opportunity to develop social skills and have fun within larger groups. The young people are encouraged to develop friendships and these are valued and respected by the staff team. A member staff told us that the young people get a lot out the large parties that are held and they are included in the planning and development of these to encourage their ownership over the events.

The service had maintained systems at school to ensure that the young people could feel included and participate in the development of the school service such as the school eco committee and the buddy system for new pupils.

The provider spoke with us about plans for a new Curo Salus house. As part of the development of this the young people from across the houses will be given an opportunity to support the development of it before it opens.

Areas for improvement

We made no specific recommendations for improvements. We actively encouraged the provider to continue to strive to maintain the excellent systems for participation already in place to continue and develop innovative practice in this area.

The service provider's self - assessment states that they aim to:

"Continue to evaluate systems which support the participation of stakeholders in the development of the services, developing and promoting our Participation Strategy at all levels in line with 'Better Futures and Higher Aspirations' guidelines".

Grade

6 - Excellent

Number of requirements - 0

Number of recommendations - 0

Statement 2

"We enable service users to make individual choices and ensure that every service user can be supported to achieve their potential."

Service strengths

We found the performance of the service to be excellent in relation to evidencing exceptional outcomes for young people. The service had very effective systems in place to support young people to make positive choices and achieve outstanding progress. We could see from records that quick and effective decision making at management level ensured that young people and staff had the right support when they need it.

The young people were provided with an extremely high level of staff support from staff who were trained to provide a high level of attention and nurture. There was an exceptionally strong focus on building trust and ensuring that young people had support from adults who were committed to meeting their care needs. We found that young people were very settled and relaxed in the house and approached the staff team with ease for the duration of our visits. Staff responded warmly and openly to young people and we observed lots of positive interactions.

We noted from young people's care plans and records that they have all made significant progress in relation to their behaviour. Staff members told us that "... young people are exceptionally resilient; you have to expect the best of them to get the best of them despite the adversities they face..." There was an obvious emphasis on routine and structure for all young people who were seen to positively flourish and feel safe in this setting. One young person stated that "100%, I feel very safe here; I know that nothing bad is going to happen to me here".

The assessment process was exceptional. A comprehensive set of psychological assessments were undertaken initially to establish the ways the young person functioned within their environment and how they processed information. The assessments included a cognitive assessment and this informed the supports

that the staff team provide to the young people. This allows the staff team to have a more informed and consistent approach to the young person's care. We could see that the young people responded well to this. An example of this would be a care plan that directed staff to break down instructions for a young person as they could only follow one direction at a time. We observed this in practice and the young person was relaxed and comfortable and able to undertake all of the tasks being asked of them while still engaging in fun conversation with the staff member. We found that the young people's monthly reviews included information for staff in relation to this approach. Young people's care plans were regularly reviewed with the young people and through the LAAC system.

Assessments identified progress and also areas for continued development for young people. One young person told us "... staff don't clean my room anymore; I like to do it myself and its part of my plan to work towards building my independence." We found this aspect of the care planning to have the same high level of expectation and raised reasonable and achievable age appropriate challenges for some of the young people and identified practical support required by the staff team to achieve this.

Young people were supported to reach their full potential by accessing various clubs in the wider community. One young person was being supported to access the air cadets and had a keen and positive interest in developing this as a career. Other young people were supported to access dance classes and drama classes in the local area. The staff team demonstrated a strong interest in these activities with the young people and showed a lot of respect for the young people in their discussions about their interests. The exceptionally high expectations for young people reflected in their self-esteem and confidence. We established from discussion with the young people that they were thriving on the knowledge that people believed in them.

Excellent communication between the staff in the house, school and the support of psychological services meant that all of the staff were aware of any issues that had arisen across the young person's day and how the staff team had supported the young person to manage. This allowed for a consistent approach and supported the staff team to provide a 24 hour curriculum for the young people in their care. We observed good practice when staff actively

supported a young person who was struggling to cope after a challenging day. Staff intervened quickly and effectively allowing the young person to have some supported time playing football in the garden and this avoided what could have been a flash point in the young person's day.

Curo Salus advocates a firm no smoking policy and currently none of the young people who stay in Northview house smoke. When young people come to the service they are offered smoking cessation for a period of time if required. This has a positive impact on young people on-going health and development.

There was evidence of positive destinations for all of the young people who had moved on from the house since the last inspection. Three of the young people have returned home and are thriving with two of them maintaining college placements and one of them attending the local mainstream school and another young person moving on to supported accommodation and maintaining their college placement.

Areas for improvement

In their self assessment the service provider outlined their intention to develop their after care service. We spoke at length about this in relation to the Children and Young People Act (Aftercare and Continuing Care).

The service also outlined their intention to further develop and support young people's links with the community and friends.

Grade

6 - Excellent

Number of requirements - 0

Number of recommendations - 0

Quality Theme 2: Quality of Environment

Grade awarded for this theme: 6 - Excellent

Statement 1

"We ensure that service users and carers participate in assessing and improving the quality of the environment within the service."

Service strengths

Based on our findings in relation to quality theme 1, statement 1 an excellent standard had been maintained in relation to this Quality Statement.

Areas for improvement

Please refer to quality theme 1, statement 1 areas for improvement

Grade

6 - Excellent

Number of requirements - 0

Number of recommendations - 0

Statement 2

"We make sure that the environment is safe and service users are protected."

Service strengths

Excellent outcomes were evidenced in relation to the safety of the environment and the protection of the young people. Evidence in relation to the physical environment mirrored what had found during our previous inspections. A social worker told us "...Northview House is more than adequate in terms of offering a safe, supported and home-like residence for young people...".

The service provider had robust recruitment practices in place and appointed and retained staff with relevant skills and experience. This included staff with relevant qualifications and other skill, knowledge and experience. All of the staff employed to work with the young people had the necessary for registration with the Scottish Social Services Council.

Two young people told us that they felt safe in Northview house. The young people had keys for their own bedrooms but told us that they never felt the need to use them as they trusted the staff and other young people living in the house.

Exceptionally high levels of staffing offered effective support when challenging situations arose. Young people were provided with one to one support or two to one where required and a supportive non-threatening approach was taken when young people were in crisis.

Behaviour support plans evidenced a clear understanding of young people's safety and emotional wellbeing. Staff were fully supported by management with quick and effective decision making that supported on-going discussions about the balance of safety, risk and young people's rights. All staff were trained in the use of safe crisis management (SCM) techniques for de-escalation and where this was not possible due to the risk being too high safe holding was used. In these situations a full review and discussion with the

team, social worker, parents and carers and the young person to positively look at what could have been done differently.

Reports from social workers and support workers evidenced good quality and highly regarded working relationships. They told us

"...It is always possible to speak directly with a member of staff by phone when required and reports are submitted regularly ensuring social work are kept updated on any progress or change regarding the young person..."

The high level of planning that went into pre-placement meetings and strategies ensured that the staff team were as prepared as they could be to safely meet a new young person's needs. The service offered various examples of young people who were assessed as being 'high risk' in relation to their behaviours thriving and achieving well in the Curo Salus environment.

Areas for improvement

The service's self assessment includes a commitment to maintain the high standard of safety and security within Northview House and Tandlebrae Cottage.

Grade

6 - Excellent

Number of requirements - 0

Number of recommendations - 0

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 6 - Excellent

Statement 1

"We ensure that service users and carers participate in assessing and improving the quality of staffing in the service."

Service strengths

Based on our findings in relation to quality theme 1, statement 1 an excellent standard had been maintained in relation to this Quality Statement.

Areas for improvement

Please refer to quality theme 1, statement 1 areas for improvement

Grade

6 - Excellent

Number of requirements - 0

Number of recommendations - 0

Statement 3

“We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.”

Service strengths

Based on our findings we concluded that the service has maintained the excellent standard of staffing during this inspection.

High staff ratios facilitate a high level of support for young people. We were impressed by the quality of the care and support provided. Staff were engaged and keen and highly attuned to the young people. Staff demonstrated a genuine regard for the young people in house, they were respectful and interested in them and the young people presented as having high self-esteem and confident and proud to talk about their achievements as a result.

The staff training programme was comprehensive and met the team and individual workers' learning and development needs particularly in regard to the care of specific children and young people. Staff team core training is based around Curo Salus attachment based approach and staff use Dan Hugh's PACE model in practice. During our two days inspecting we observed some exceptional examples of this model in practice with young people and we saw that young people responded well to the support techniques this approach lends itself to.

Comprehensive staff handovers took place for an hour between shifts. This ensured good communication about each young person in the care of Northview House. Staff spoke well and understood their role and the expectations of it. They were aware of best practice and demonstrated a very child centred approach to meeting young people's needs. Staff members confirmed that they felt well supported particularly during challenging times when managerial presence ensured good and appropriate supports.

Education was seen as important for staff as it was for the young people and there were two house managers currently undertaking their masters in Residential Child Care and another house manager undertaking their Professional Development Award. This was fully supported by Curo Salus management who planned to use the managers' knowledge and learning from the courses to further develop aspects of the service.

Staff were highly valued by senior management. The provider stated that the staff team were her 'biggest asset' and that she had high regard and valued the skills of each individual who worker for her. We could see this in the exceptionally high levels of support to staff to enable them to do their job well.

Areas for improvement

The service's self assessment included a commitment to look for further training opportunities for staff.

Grade

6 - Excellent

Number of requirements - 0

Number of recommendations - 0

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 6 - Excellent

Statement 1

"We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service."

Service strengths

Based on our findings in relation to quality theme 1, statement 1 an excellent standard had been maintained in relation to this Quality Statement.

Areas for improvement

Please refer to quality theme 1, statement 1 areas for improvement

Grade

6 - Excellent

Number of requirements - 0

Number of recommendations - 0

Statement 4

"We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide"

Service strengths

We found that the service had achieved an excellent standard in relation to this statement. Areas for development raised at the last inspection had been addressed and the service was currently reviewing the paperwork further to ensure that it was as effective at capturing the required information as it could be.

Robust quality assurance systems were in place and helped to maintain exceptionally high standards and a safe and predictable environment for the young people and the staff team. The director, head of care and the manager knew every young person, their background, their plan, the expectations for them both in relation to their care and also their expected educational attainments. We observed the young people interacting with them with genuine regard and warmth. The director made regular reference to 'the Curo Salus family' and it was clearly viewed as such by the staff team and the young people. In discussion with a young person we asked if they knew who the director was and we feedback some encouraging things she had said about the young person's progress at Curo Salus, the young person smiled and said "... She said that? ...yeah she's always had my back. She believed in me."

The flat management structure made the management team very available to the staff and to the young people and we found a very 'open door' approach to suggestions for change and development. Similarly to the young person's requests for change and development we found that where reasonable and able change was affected quickly across the service when requested.

The management team considered the local community as important stakeholders. They considered the minutia of what might be important to their neighbours and regularly consulted with them informally about the service

being on the street. The provider told us about getting their gardener to help a neighbour chop down some trees they needed done in an effort to maintain positive relationships. Regular stakeholder surveys with other professionals were undertaken and these showed very positive feedback and recognition of the exceptional outcomes for young people.

Northview House had a comprehensive development plan in place and we could see that the staff and young people had been consulted in the creation of the plan. The service was able to demonstrate the plan was being worked through and the ongoing work to upgrade the house to the young people's taste was a good example of this. Young people told us that they are helping the staff to decorate the house in the communal areas to reflect their requests.

A training audit was produced on an annual basis. It determined the core training provided by the service and the training requirements for registration with SSSC. The plan also identified courses and training requested by staff and managers through their supervision for their on-going professional development.

Areas for improvement

The service made a commitment in their self assessment to maintain the high standards they had already achieved and to further develop quality assurance systems that compliment the positive outcomes for both staff and young people.

Grade

6 - Excellent

Number of requirements - 0

Number of recommendations - 0

4 What the service has done to meet any requirements we made at our last inspection

Previous requirements

There are no outstanding requirements.

5 What the service has done to meet any recommendations we made at our last inspection

Previous recommendations

1. Managers and staff should ensure that medication records include clear instructions on the circumstances in which medication may be administered. Any prescribed medication should be included in individual monthly summaries, if long-term included in the care plan.

This recommendation was made on 30 October 2014

This has been met.

6 Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

7 Enforcements

We have taken no enforcement action against this care service since the last inspection.

8 Additional Information

There is no additional information.

9 Inspection and grading history

Date	Type	Gradings
1 Oct 2014	Unannounced	Care and support 5 - Very Good Environment 6 - Excellent Staffing 6 - Excellent Management and Leadership 5 - Very Good
13 Nov 2013	Unannounced	Care and support 6 - Excellent Environment 5 - Very Good Staffing 6 - Excellent Management and Leadership 5 - Very Good
27 Feb 2013	Unannounced	Care and support 5 - Very Good Environment 6 - Excellent Staffing 5 - Very Good Management and Leadership 6 - Excellent
8 Feb 2011	Unannounced	Care and support 6 - Excellent Environment Not Assessed Staffing Not Assessed Management and Leadership Not Assessed
19 Mar 2010	Unannounced	Care and support 6 - Excellent Environment Not Assessed Staffing 5 - Very Good Management and Leadership Not Assessed
29 Sep 2009	Announced	Care and support 6 - Excellent Environment 6 - Excellent Staffing 5 - Very Good Management and Leadership 5 - Very Good
12 Feb 2009	Unannounced	Care and support 5 - Very Good Environment 5 - Very Good Staffing 4 - Good

		Management and Leadership	5 - Very Good
10 Jul 2008	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and Leadership	4 - Good

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Tha am foillseachadh seo ri fhaighinn ann an cruthannan is c?nain eile ma nithear iarrtas.

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۔

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