

Southfields Care Home Service

Southfield House Care Services Ltd
Slamannan
Falkirk
FK1 3BB

Telephone: 01324 851 336

Type of inspection:
Unannounced

Completed on:
25 March 2021

Service provided by:
Swanton Care and Community
(Southfield House Care Services)
Limited

Service provider number:
SP2003003257

Service no:
CS2003055991

About the service

Southfields provides a care home service for adults with a learning disability aged 16-35 years. It is situated in a rural location by the village of Slamannan, near Falkirk. The service has been registered with the Care Inspectorate since 10 May 2004.

Southfields sits in extensive grounds that can be enjoyed by service users. The service has its own transport to enable service users to access the community and public transport links are available in Slamannan.

At the time of this follow up inspection six people were being supported by the service at Southfields.

This inspection was carried out by two inspectors from the Care Inspectorate.

What people told us

During our visit we spoke with some family members of people supported.

There were many positive comments about the service and the staff team. We were told that on the whole communication with the service had been good. Family members had been able to keep up to date with how their relative had been.

Management had kept them informed of any important events and some of the main information they needed to know about.

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 good is our staff team?	3 - Adequate
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Further details on the particular areas inspected are provided at the end of this report.

How good is our staff team? 3 - Adequate

For this key question we regraded the service upwards from weak to adequate. At the previous inspection we made a requirement in relation to staffing arrangements and training. The service provider had responded effectively to address the requirement and we saw improvement. **(See previous requirement).**

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

Requirements

Requirement 1

By 2 March 2021, in order to improve the the experiences of people living in Southfields, the service provider must ensure that the service has a stable staff team which is suitably trained.

The service must take steps to reduce the current level of staff turnover.

The service must review the training for staff and ensure that all support staff undertake relevant training to increase staff's ability to keep people safe, aid people's opportunities to communicate their wishes and to assist people to get the most out of life.

This is to ensure that care and support is consistent with Health and Social Care Standards, which states that: 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes.' (HSCS 3.14) and 'I am supported and cared for sensitively by people who anticipate issues and are aware of and plan for any known vulnerability or frailty.' (HSCS 3.18).

It is also necessary in order to comply with Regulation 15 (a) and (b) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations, Scottish Statutory Instruments 2011(SSI 2011/210).

This requirement was made on 23 December 2020.

Action taken on previous requirement

People were being supported by a more consistent staff team. The service were introducing new staff arrangements that will help people to have a settled and consistent team. People had confidence in their staff members and had built good relationships. This will help people to feel safe.

Since our last inspection there had been regular training taking place which focused on key areas of support. Many staff had recently undertaken training on communication with people with learning disabilities. Staff reported positively on this and said that it will assist them in understanding people's needs and wishes.

There had been more supervision meetings for staff. These meetings helped staff to think about the best ways to support a person. Staff improving their abilities assists people to get responsive and positive support. People were more relaxed.

New staff members received a supportive introduction to the support worker role. They were given the right information, support and time to get to know the individuals living at Southfields. People will be supported by staff who feel able and confident.

Met - within timescales

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

People should spend their day and week being engaged in activities that suit them and their areas of interest. The service should make sure that people's activity plans for their day and week are very carefully considered with their needs and wishes central to any planning. Staff members should have the skills to facilitate a person to engage in activities of their choice and follow people's activity plans whilst also knowing when to be flexible and responsive to people's needs.

This is to ensure that care and support is consistent with the Health and Social Care Standards, which states that: 'I can choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day, both indoors and outdoors.' (HSCS 1.25) and 'I am empowered and enabled to be as independent and as in control of my life as I want and can be.' (HSCS 2.2)

This area for improvement was made on 23 December 2020.

Action taken since then

During our visit, people had one to one support from their staff members. People were relaxed and there were warm and respectful interactions between people and staff. Staff had a good understanding of people's preferred communication. People were able to express their needs and wishes to staff.

People were able to keep busy and engage in activities they enjoyed such as baking, going for walks and doing arts and craft. They were also able to have regular, safe contact with their family. Suitable steps were put in place to help minimise risk due to the COVID -19 pandemic. As well as visits by a family member, contact included keeping in touch via technology e.g. using video calls.

People had individualised activity planners. Consideration and planning went into making sure people had meaningful activities of their choice to engage in each day. This enabled people to get the most out of their week.

The service had recently created the role of activities coordinator within the service. This person understood their role. It was quite wide ranging and included enhancing all the staff's ability to engage people in meaningful and enjoyable activity of their own choice. This should lead to people having more opportunities to develop new interests, do more in their home, the grounds and their local community.

The service have responded well to this area of improvement and outcomes for people have improved. We were confident the service will continue to develop in this area.

Complaints

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

Detailed evaluations

How good is our staff team?	3 - Adequate
3.3 Staffing levels are right and staff work well together	3 - Adequate

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