

Deanston House Care Home Service

Deanston House
Deanston
Doune
FK16 6AD

Telephone: 07786817406

Type of inspection:
Unannounced

Completed on:
8 September 2023

Service provided by:
Deanston House Limited

Service provider number:
SP2019013303

Service no:
CS2019374768

About the service

Deanston House is situated in the village of Deanston, Doune and offers nursing care and support to people with learning disabilities, autism and other complex needs including challenging behaviour. The service benefits from large grounds on the edge of the village, close to local amenities.

There are three individual and independent suites with a further two studio apartments on the ground floor. There is significant communal space as well as extensive gardens and a separate staff/admin building. Each suite has its own living/dining area with a kitchenette as well as two other rooms that can be used for activities or relaxation. People have access to communal areas including a gym, library, activity room, café, training kitchen, games room and a laundry.

The service aims to support people who are moving on from hospital care or whose community placement is changing and there were 22 people living in Deanston House at the time of inspection.

The service provider is Deanston House Ltd and has been registered with the Care Inspectorate since 8 August 2019.

About the inspection

This was an unannounced inspection which took place on 7 September 2023. 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:

- spent time with people using the service and spoke with some of their family & friends.
- spoke with staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

People had warm and supportive relationships with staff at all levels.

People were well supported in innovative ways to achieve their outcomes, by a highly skilled and well trained staff team.

People were very well connected with family and friends and involved in their community.

There was a positive culture, and the management team were well respected and visible around the home.

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 leadership?	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.

When we considered how people get the most out of life, we evaluated this quality indicator (1.2) as excellent, where performance was innovative and led to outstandingly high outcomes for people.

People experienced support with compassion because there were warm, encouraging, positive and trusting relationships between staff and people accessing the service, which was focused on people achieving their individual outcomes while promoting independence. The service had a very enabling approach to support people's wishes and aspirations. People were encouraged to set their own goals and their preferences were used to shape how they were supported. Where choice and control were restricted, restrictions were kept to a minimum and carried out very sensitively. One relative told us "my (relative) is very happy, staff understand them very well and they get the support they choose." Another said "my (relative) leads their own care and support".

People were empowered because they were fully involved in decisions about the care home and the service gathered information and views from people in ways that best suited each individual. The team were aspirational when organising daily life with people, who were fully involved in planning how to get the most out of their day. For some people this needed to be very well structured and for others having no structure at all was important. Where a focussed programme was more beneficial to people's needs, this was very varied and captured all the things they like to do and would like to do, and linked extremely well with regular reviews.

Staff were extremely skilled at responding to individuals plans on an ad hoc basis which meant that people were fully in control of how they spent their day. People benefitted from developing their interests within Deanston, the surrounding community and often further afield. There were no limitations to setting goals and we saw how much happiness this brought to people living in Deanston when achieving goals they had set.

There were regular events at the home which strengthened relationships and social bonds which included people's friends and extended families. Staff were very proactive in ensuring inclusion, for example, when people's health needs restricted participation, staff found innovative ways around this. We saw a lovely example of people coming together for a barbeque (all staff and supported people). People were enjoying time together and because interactions were relaxed and casual it felt that this was daily life and not a 'one off' event. People knew each other well and were confident and comfortable with each other. We saw supported opportunities to connect with family, through digital participation during the event.

The service had a very person-centred approach care and support and a preventative attitude which included proactive health screening. People moved around the home and garden if able to do so and were supported sensitively if they needed to be. People were encouraged to be active, and exercise was part of daily life for a number of people.

Health assessments were very full and up to date and we saw good links with healthcare professionals. Where health needs were more complex, risk assessments were completed and regularly reviewed and these informed care and support plans that were full, clear, easy to follow and regularly reviewed. Where people

were identified as at risk, for example, with skin integrity or malnutrition, there was a proactive and person-centred approach, based on good practice guidance.

Medication was managed well and staff were skilled in supporting people with more complex medication needs. Where people could be supported to be independent with medication, this was encouraged.

Meals prepared were focussed on good nutrition and what people liked to eat. While ensuring people had enough nutrition, meal times were casual, relaxed and linked into how people liked to spend their day. Having no formal structure and an individualised approach to food meant that personal preferences were very well met.

How good is our leadership?

5 - Very Good

We found significant strengths in this area and could evidence how these supported positive outcomes for people, therefore we evaluated this key question as very good. An evaluation of very good applies to performance that demonstrates major strengths in supporting positive outcomes for people.

People who used the service, their families and staff were encouraged to give feedback on the service through various channels such as meetings, surveys and review processes. The management team used this information well to help improve individual support. We heard that the management team were approachable and very involved in the service. Staff said that they felt very well supported.

Staff and management demonstrated that they had the skills, capacity and systems in place to identify risks and drive improvement. Staff had undertaken a comprehensive training programme and participated in team meetings, supervision and appraisal at regular intervals.

The service had a programme of robust and comprehensive quality assurance activity and there were clear systems for monitoring standards of care. The management team had a clear oversight of care and support and what improvements were needed. Because of this, people living at Deanston had very good outcomes, particularly in relation to care and support.

The service had developed an improvement plan but this had not been updated to include recent feedback. Although the management team had a clear understanding of what worked well and how the service needed to develop, this could be further enhanced by including people's experiences and aspirations in future service planning.

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

The management team should monitor IPC (infection prevention and control) practices to ensure that proper use of suitable cleaning products is happening. Additionally, all staff should be made aware of the risk

assessment in respect of clothing worn at work and their responsibilities around this.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment." (HSCS 5.22) "My environment is secure and safe." (HSCS 5.17).

This area for improvement was made on 27 April 2021.

Action taken since then

The service had taken steps to implement good practice guidance in infection prevention and control and this was now embedded in practice across the home.

Previous area for improvement 2

The manager should develop ways to increase suitable staffing. Those staff could be used to support continuity of care for people during periods of short notice absence or in the event of an outbreak.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I experience stability in my care and support from people who know my needs, choices and wishes, even if there are changes in the service or organisation." (HSCS 4.15) "I am supported and cared for by people I know so that I experience consistency and continuity." (HSCS 4.16).

This area for improvement was made on 27 April 2021.

Action taken since then

The service had developed a continuity plan and had further recruited to vacant posts. The continuity plan included regular bank staff that knew people well and could replace staff when required

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 well do we support people's wellbeing?	5 - Very Good
1.1 People experience compassion, dignity and respect	5 - Very Good
1.2 People get the most out of life	6 - Excellent
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good

How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good

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