

Millport Care Centre Care Home Service

19 George Street
Millport
Isle of Cumbrae
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Type of inspection:

Unannounced

Completed on:

4 December 2019

Service provided by:

Sanctuary Care (Combined) Limited

Service provider number:

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Service no:

CS2007157969

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com.

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Millport Care Centre is part of the Sanctuary group.

The service is located on the island of Cumbrae and provides care and support for up to 32 adults with a learning and/or physical disability. There are respite facilities available.

The accommodation is provided in a two-storey building with a lift between floors. There are three communal lounges and a large dining area. An adjoining room to the largest lounge on the ground floor provides a quiet sitting area and a small sensory room has been set up in small area to the rear of the building. We will make comment on the environment of the building during the course of the report.

What people told us

During the course of the inspection, we spent time in the company of six residents within the various units of the service, observing their interaction with one another and the support staff working with them. We have made comment on these interactions within the body of the report.

We received five completed questionnaires which had been completed by some family members on behalf of their relatives, as well as some completed by residents themselves with the assistance of support staff.

Submissions indicated that people were generally happy with the service being provided by the staff within Millport Care Centre.

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?	not assessed
How good is our staffing?	not assessed
How good is our setting?	4 - Good
How well is our care and support planned?	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

During our visit to the service, we observed the interactions between staff and those experiencing support within the home. This was noted to be warm and friendly at all times, with language being used to encourage and empower residents in their daily interactions.

It was evident that staff have spent time getting to know each resident in order to gain a good understanding of who that person is, how they like to be supported, their preferred methods of communication and any person specific health and wellbeing information that is necessary.

This means that the residents are being supported by a team of familiar staff team, well versed in the essential information required to provide the appropriate person supports to all.

Residents in the care home have access to the services of local advocacy services as and when required. This means that they can speak to independent individuals who will listen and provide advice on any number of issues affecting individuals. Residents were also being supported to exercise their democratic rights as members of the electorate in the forthcoming general election at the time of the inspection. This means that the service was working hard to ensure the rights of the people using the service to make their worthy contribution to society.

The service provides opportunities for residents to make comment on what they would like to do and changes they would like to see occur within the home. These are then acted upon by the service with the responses being posted within communal areas for residents and their families to see.

The medication system used within the service is of a very high quality. Systems and processes are in place to ensure that all medications are administered by competent staff who are regularly assessed in their abilities in this essential part of the care and support delivered to residents.

Safety measures in place assure that medicines are handled, stored and recorded in a safe and clear manner. This means that the health and wellbeing of each resident is further supported by a robust system of medicine administration.

How good is our leadership?

This key question was not assessed.

How good is our staff team?

This key question was not assessed.

How good is our setting?

4 - Good

Over the past 12 to 18 months, the service has undergone extensive decoration and renovation work to ensure a more modern and brighter environment is presented to those in receipt of support.

Re-modelling of one of the upstairs lounges has resulted in a larger space being made available which provides the residents in that area of the home with a more homely feel to their communal lounge.

Bedrooms have been upgraded, resulting in all rooms now benefitting from en suite facilities. This was a plan which had begun at the time of the last inspection. We are pleased to note that it has been completed and now all residents are seeing the benefit of this planned improvement work.

Residents' own rooms were noted as being bright and having been personalised with their own fixtures and fittings as per their own wishes. Residents we spoke with were very happy with the quality of the space they had available to them within Millport Care Centre.

During the course of the inspection, we examined various areas of the service open to residents and their families and some which were not. We were concerned that spaces such as the sensory room were not being used for the purpose intended and instead appeared to be full of items which had been discarded including televisions and bags of clothes.

The linen cupboard in the main hallway beside the front door was full of items which had been thrown in there, including duvets and slings for use with hoists. Such was the jumbled and haphazard way in which the cupboard was managed, no systematic approach was in place to ensure that when items were needed they could be easily accessed.

A large upstairs storage area was seen to be hugely overcrowded with items which were either useless and should have been discarded, or boxes of archiving material. When first addressed, there was very little access to the filing cupboards in the room. By the time we completed the inspection, the service had made great strides in attending to this issue and had already removed large amounts of items from this room.

We examined the maintenance records on show for equipment being used within the home, finding them to be satisfactory, providing evidence that these vital pieces of equipment have been attended to on a regular basis.

Within the service's fire risk assessment, we noted that the author had made mention of some issues which seemed to take longer than necessary to address. We have discussed the need to ensure that when the fire marshal asks for amendments to be made that these are attended to in a prompt fashion, thus continuing to prioritise the safety of all within the home.

How well is our care and support planned?

5 - Very Good

Care plans within the home were noted to be of a high quality.

We have noted the improvements made by the service staff as a whole over the years and are pleased to see that the plans reflect high quality person centred supports provided on a day-to-day basis to each resident.

Residents that we spoke with confirmed that the information held within their plans was an accurate reflection of their lives, providing staff with the most up to date information required to ensure that the support delivered was relevant to their needs.

Individual outcomes for those using the service were noted as representing a good degree of progression year upon year. We were able to track how these have been developed with the involvement of the residents and their families/representatives.

Support plans are developed in line with risk assessments to ensure that people are empowered to live as independent a life as they can/wish. Staff are well aware of the capabilities of the residents and are on hand to provide the necessary supports in all areas.

People's support packages are reviewed regularly in line with the relevant timeframes. These reviews are conducted on a multi-disciplinary model. This means that all relevant parties are able to contribute to the development of the package of care being delivered.

Regular quality assurance of the support plans was evident during our inspection. We noted routine sampling of the documents to ensure that they are up to date and reflect the most recent information relating to all being supported by the service. Quality assurance is the responsibility of all within the home. Staff we spoke with recognised the role that they play in this essential part of service delivery and how it goes a long way to ensuring the continued quality of the service.

Where necessary, the appropriate legal documentation was found within care and support plans to ensure that the rights and wishes of all interested/relevant parties are respected.

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	5 - Very Good
1.3 People's health benefits from their care and support	5 - Very Good
How good is our setting?	4 - Good
4.1 People experience high quality facilities	4 - Good
How well is our care and support planned?	5 - Very Good
5.1 Assessment and care planning reflects people's planning needs and wishes	5 - Very Good

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