

Fram House Care Home Service

High Street
Beaulieu
IV4 7BT

Telephone: 01463 783977

Type of inspection:

Announced (short notice)

Completed on:

17 January 2020

Service provided by:

Nansen Highland

Service provider number:

SP2003001725

Service no:

CS2003008526

About the service

Fram House is operated by Nansen Highland, a registered charity based in Easter Ross who provide other support services to people with a disability including; day care, housing support and care at home.

The service currently operates from a spacious house in the centre of the village of Beauly, close to all local amenities. The accommodation has four bedrooms all of which have an en-suite bathroom. Additionally, people share a spacious lounge, dining room, kitchen and family sized bathroom. There is easy access to a large garden that has good facilities to sit, relax and enjoy the outdoors. There is a spacious office with sleep-in facilities.

The service is registered to provide a care home service to a maximum of five people with a learning disability. This was to enable them to extend the service to a couple if they wished this. The aim of the service is to provide a safe, secure and caring environment, whilst also respecting each person as an individual.

The service registered with the Care Inspectorate on 1 April 2011.

What people told us

We received four completed Care Standards Questionnaires from people who use the service. All of those that replied agreed that they were happy or very happy with the quality of care and support that they received.

We spoke to four people who use the service as part of the inspection.

People said;

"It's great. I like the house meetings, we can all have our say."

"A worker told me to stop behaving like a child. I did not like that, it wasn't fair."

"I like living at Fram but in the winter it can be cold. I enjoy taking part in lots of activities and keeping busy."

People told me that they got on well with their housemates and enjoyed living in Fram House. People told me about the wide range of activities that they take part in and that they like doing things on their own but also as a group sometimes.

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?	4 - Good
How good is our leadership?	not assessed
How good is our staffing?	not assessed
How good is our setting?	not assessed

How well is our care and support planned?	5 - Very Good
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Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

4 - Good

People experience good support from this service.

People should experience warmth, kindness and compassion. We saw a staff team that was warm and caring. Staff clearly knew the people they supported really well and there was a relaxed and cheerful atmosphere.

People told us that they felt well supported but at times felt that staff did not treat them fairly. We saw the daily recordings that were kept for each person in the service sometimes used judgemental language and some staff were unclear about their professional boundaries. The service needs to ensure that staff are aware of what their roles and responsibilities are and that they treat all the people they support as individuals and with respect. **(see area for improvement 1)**

People should be able to choose to lead an active life and be able to participate in a range of activities both indoors and outdoors. We saw that people were encouraged to be as independent as they could and people accessed a wide range of services and activities in the community both supported by staff and on their own. People told us about the different activities they took part in; such as volunteering, sports and holidays. People were free to choose where they spent their time and there was a choice of shared areas in the home that people could use. People told us that having the opportunity to do lots of different things was important to them and something that they very much enjoyed.

People were involved in some decisions about the service. This was mainly done through questionnaires, review meetings and monthly residents' meetings. People should be meaningfully involved in how organisations that support and care for them work and develop. The service should look to further develop the inclusion and participation of people they support. The provider should consider ways of giving people more opportunities to express their views on the service and to influence the way the service is delivered and developed. This could include areas such as the recruitment and training of staff.

People should be sure that their health needs are well supported. We saw that a proactive approach was being taken towards health promotion and anticipating health needs. Safe systems for managing medication were in place. We saw good links to other health professionals and referrals to specialists being made where appropriate. We saw that people were encouraged to have as much control over their own health and medication as possible and that people were being supported to develop these skills.

We saw that people were supported to budget, choose, purchase, grow and cook food of their own choice. People were able to prepare and eat their meals in a relaxed and unhurried environment and could choose to eat on their own or in company. People told us that they enjoyed shopping for themselves and learning to cook new meals.

Areas for improvement

1. The service needs to ensure that staff are aware of what their roles and responsibilities are, including the standards of practice and behaviour expected of everyone who works in social services in Scotland, as stated in the SSSC Codes of Practice for Social Service Workers and Employers.

The service should provide training for staff in effective record keeping.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that: "I experience care and support where all people are respected and valued." (HSCS 4.3)

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?

This key question was not assessed.

How well is our care and support planned?

5 - Very Good

People experience very good support from this service.

People's care plans should be right for them because they set out how their needs will be met as well as their wishes and choices. We saw evidence that people and their families and/or representatives had been involved in the development of the care plans. The care plans we saw were all up to date and had recently been reviewed. Within the staff team there was very good knowledge of people's needs and how to support them and this was reflected in their care plans.

People should be fully involved in developing and reviewing their personal plans. Care plans would benefit from containing a more detailed personal history and more information on people's likes and wishes. While we saw that review minutes were in place, these could be further developed to capture more detail of what was discussed, including more feedback from supported people and their families. This would support the development of more outcome focused care plans.

There was a strong leadership presence in the service and staff told us that they felt well supported. Staff attended regular team meetings and had good training opportunities. We saw that a skilled and supported staff team led to better outcomes for people being supported.

People should benefit from a culture of continuous improvement, with organisations having robust and

transparent quality assurance processes. The service would benefit from further developing their self evaluation of their own performance and this should be included in a service development and improvement plan.

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?	4 - Good
1.1 People experience compassion, dignity and respect	4 - 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 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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