

Cherry Road Resource Centre Support Service

8 Cherry Road
Bonnyrigg
EH19 3ED

Telephone: 01315 615 402

Type of inspection:
Announced (short notice)

Completed on:
14 March 2023

Service provided by:
Midlothian Council

Service provider number:
SP2003002602

Service no:
CS2003017838

About the service

Cherry Road Resource Centre is run by Midlothian Council and is a purpose built centre which is accessible for people with physical disabilities.

Cherry Road is a resource centre for adults with learning disabilities to access service and facilities, whether within or outwith the centre. It is situated within a housing estate in Bonnyrigg, close to all local amenities and public transport links.

During the height of the Covid-19 pandemic, the provider submitted a variation to their registration with the Care Inspectorate to provide an element of care at home / outreach in the community, in addition to the use of the day centre premises. Support to people is provided on a one-to-one basis.

About the inspection

This was a short notice announced inspection between 6 and 7 March 2023. We spent time engaging with supported people and staff at the resource centre, followed by a visit to one of the outreach elements of the service. We also received comments from relatives and health professionals, either in person or via email. The Inspection was carried out by two inspectors from the Care Inspectorate.

To prepare for the inspection we reviewed information about the service. This included previous inspection findings, registration information, information submitted by the service, and intelligence gathered since the last inspection.

Key messages

- Positive outcomes were being experienced by people using the service.
- There was a high level of staff consistency, resulting in meaningful working relationships being established.
- People's care plans were of a very good quality and person centred to their individual needs.
- Greater attention needed to be made by the landlord (Midlothian Council) over the maintenance of the property, to support effective cleaning and provide high quality facilities for people.
- The care provider should ensure staff have knowledge of the Infection Prevention and Control manual and the application of the guidance when supporting people.

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?	4 - Good
How good is our setting?	3 - Adequate
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?

4 - Good

We evaluated this Key Question as good. There were a number of important strengths which, taken together, clearly outweighed areas for improvement. However, improvements were needed to maximise wellbeing and ensure that people consistently have experiences and outcomes which are as positive as possible.

Staff demonstrated the principles of the Health and Social Care Standards including dignity, respect and compassion when communicating with people verbally.

Staff were knowledgeable about people's support needs and displayed a strong sense of their duty of care towards people. Relatives spoke positively about the care their family members received.

People were actively involved in a variety of activities both at the resource centre and within the local community. "X is his main carer is fantastic with him the consistency in staff really put's our minds at ease." Staff were motivated to supporting people to achieve their aspirations and wishes. "The staff put 100% into creating new experiences for X, I really can't thank them enough. I am involved fully in any reviews and have confidence in the fact that they will go above and beyond for me as well as X." Support to people was delivered on a one to one basis and this was resulting in good outcomes being achieved.

The staff liaised well with health professionals to offer a range of opportunities and regular healthcare assessments and treatment from competent trained practitioners that promoted people's health and wellbeing needs.

There were strong links with the local community that encouraged the growth of informal support networks. People benefited from this in a variety of ways, including meeting new people, links that support individual interests, and introducing different ideas and experience.

There was sufficient supply of Personal Protective Equipment (PPE) and staff had completed appropriate training to reduce cross infection of any viruses including Covid-19. However, the staff knowledge and application of the guidance as to when to use PPE (as detailed within the Infection Prevention and Control Manual) was inconsistent and improvements were needed. Please see area for Improvement one.

Although cleaning schedules were in place and staff worked hard to keep the resource centre clean, we had concerns as to how well this could be achieved in practice. The décor of the premises was in a relatively unkept condition. Therefore, cleaning the premises to support effective infection prevention and control measures would be a challenge. We have reported on this further under Key Question 4 - How good is our environment.

We observed mealtime practices and noted that people were eating at individual tables. We were concerned this did not create a relaxed and enjoyable experience and reflected social distancing practices were a legacy of the guidance at the height of the Covid-19 pandemic.

We were advised this is not reflective of typical mealtimes as the individuals who interact socially at mealtimes were eating out in the community on the day we visited. We were also advised that in planning eating arrangements consideration was given to peoples assessed needs in relation to nutrition, health, and behavioural support needs, with social needs being met at other times during the day. Whilst we recognised that some people have complex health needs and understand these matters have been discussed with

people, their relatives and staff, the manager should revisit this with people, their relatives and staff to explore if or how a balance could be agreed which is reflective of the Keys to Life Strategy. People who have a learning disability have the same aspirations and expectations as everyone else. Please see area for improvement two.

Areas for improvement

1. To ensure people are kept safe and limit the spread of infectious diseases, (including but not limited to Covid-19), the care provider should ensure that staff are trained to have the knowledge and application of guidance from the Infection Prevention and Control Manual.

This is to ensure care and support is consistent with the Health and Social Care Standards, which state that: 'I experience high quality care and support based on relevant evidence, guidance and best practice' (HSCS 4.11).

2. To ensure people get the most out of life and experience positive mealtime experiences the provider should engage with people, their relatives and staff to explore if or how a balance could be agreed which is reflective of the Keys to Life Strategy.

This is in order to comply with the Health and Social Care Standards which state: "I get the most out of life because the people and organisation who support and care for me have an enabling attitude and believe in my potential" (HSCS 1.6).

How good is our leadership?

4 - Good

We evaluated this key question as good. There were a number of important strengths which, taken together, clearly outweighed areas for improvement. However, improvements were needed to maximise wellbeing and ensure that people consistently have experiences and outcomes which are as positive as possible.

The manager had a variety of quality assurance systems and processes in place to monitor the effectiveness of the service in meeting people's care needs. This included an oversight of people's medication and equipment, including wheelchairs.

We discussed with the manager other quality assurance approaches which could be explored to further benefit the care needs of people. These included a self-evaluation tool based on the quality framework used by the Care Inspectorate.

The manager had a service wide improvement and development plan, however, this was prior to the Covid-19 pandemic and needed to be updated. There was a lack of strategic direction from the provider and this was hindering the pathway forward.

How good is our setting?

3 - Adequate

We assessed the performance of the provider in this area as adequate. There were some strengths, but these just outweigh weaknesses.

This key question was assessed as we identified concerns about areas of the resource centre and the potential impact this could have on people with their health, and to support affective infection prevention and control measures.

Some areas of the centre have been redecorated, creating warm and inviting spaces for people to use. However, improvements were needed to the oversight of the environment, to ensure any areas for attention and repair were quickly identified and resolved in a timely manner. This included flooring in a bathroom and the general upkeep of the building to provide high quality facilities to people. This is to ensure people have confidence that their living environment was maintained well, and supported effective infection prevention and control measures. (Please see Requirement 1)

Requirements

1. By 30 June 2023, the provider must ensure people experience high quality facilities that are well maintained, furnished, and decorated to a good standard.

To do this, the provider must, at a minimum:

- a) develop an improvement plan which has involved those using and working at the resource centre and share this with the Care Inspectorate by 30 April 2023;
- b) where areas can be addressed quickly these should be prioritised; and
- c) set realistic timescales for the areas of work required.

This should include but not be limited to:

- the flooring of bathrooms and communal areas;
- door frames to support cleaning and provide a pleasant environment of people;
- ensuring surfaces, (including kitchen worktops), are easy to wipe clean using appropriate cleaning products;
- the redecoration of areas to improve the appearance and provide high quality facilities; and
- ongoing upkeep of the premises.

Any essential repairs and redecoration are logged and carried out within timescales ensuring there is no compromise to people's safety.

This to comply with Regulation 10 (2) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

This is to ensure care and support is consistent with the Health and Social Care Standards 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).

How well is our care and support planned?

5 - Very Good

We evaluated this key question as very good, as the provider was operating at a performance that demonstrated major strengths in supporting positive outcomes for people. There were very few areas for improvement.

People benefited from dynamic and aspirational care and support planning which consistently informed all

aspects of the care and support they experienced. People, and where relevant, their families or those important to them, were fully involved in developing their personal plans. Strong leadership, staff competence, meaningful involvement, and embedded quality assurance and improvement processes support this happening.

Monthly summaries of people's achievements and outcomes with using the service were captured well and were person centred. These summaries provided a timeline of key events and achievements to their overall six monthly review meetings with relatives and health professionals.

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
1.3 People's health and wellbeing benefits from their care and support	4 - Good
1.4 People are getting the right service for them	4 - Good
1.5 People's health and wellbeing benefits from safe infection prevention and control practice and procedure	4 - Good
How good is our leadership?	4 - Good
2.2 Quality assurance and improvement is led well	4 - Good
How good is our setting?	3 - Adequate
4.1 People experience high quality facilities	3 - Adequate
How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

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