

## ASC The Grange Care Home Service

Balbeggie  
Perth  
PH2 6AT

Telephone: 01821 650690

Type of inspection: Unannounced  
Inspection completed on: 4 May 2018

**Service provided by:**  
Advanced Specialist Care Limited

**Service provider number:**  
SP2005007542

**Care service number:**  
CS2003009758

## About the service

The Grange is a care home service for up to 29 adults with a learning disability and owned by Advanced Specialist Care Ltd, which is part of the Balhousie Care Group.

The service is situated two miles from the village of Balbeggie. Accommodation is provided on two floors, with a passenger lift in operation. This service shares the gardens and grounds with another service provided by Advanced Specialist Care. The aims and objectives state that it provides '24 hour supervision and a haven, which gives care and support to all our residents. Residents can also expect that services will be shaped around their needs at the point of deliver'.

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

## What people told us

During the inspection we spoke with a number of people, and observed the daily life of people who lived in the service.

People told us that they were very happy with the support provided at The Grange. Some of the comments we received included;

"I like the staff."

"Staff are always here."

"I know the staff well."

"I helped with my support plan."

"I can speak to the staff and they listen to me."

"I always speak to staff if unhappy about anything."

"If I need help they are always there."

"All the staff are good."

"I like it here."

Relatives told us:

"I am happy with the support my relative gets."

"Staff keep me up to date with what's going on."

"We are kept fully informed."

## Self assessment

We did not request a self assessment this year. We discussed and considered the service's own development plan as part of this inspection.

## From this inspection we graded this service as:

<b>Quality of care and support</b>	5 - Very Good
<b>Quality of environment</b>	not assessed
<b>Quality of staffing</b>	not assessed
<b>Quality of management and leadership</b>	5 - Very Good

## What the service does well

Support plans we sampled had appropriate information to allow staff to support people who used the service. They had personalised information and would make a difference to the care people received. These support plans were evaluated on a monthly basis, and people who used the service had reviews of their care at relevant intervals. Where appropriate, family members and social work staff were involved in these reviews. A range of supporting assessments were in place, for example looking at nutrition and skin integrity, and we could also see where the results of these assessments had led to changes in support plans.

The service kept good records of any accidents and incidents, and also notified the Care Inspectorate when it was necessary to do so. On occasion this resulted in contact with external partners such as GPs, and this was appropriately recorded in the professional partners' log which recorded contact with other professionals. These gave comprehensive feedback on visits which helped to ensure that actions agreed were completed by the appropriate person and information updated if necessary. Progress notes confirmed that people had received the care and support that was described in their plans.

We observed some positive interactions between staff and residents, and could see that staff knew the residents well and were able to respond to changes in mood appropriately. We saw a variety of craft creations displayed throughout the service, and residents told us about making things and being involved in activities on a regular basis. Both written records and photographs were kept of activities people had been involved in and whether these had been successful.

Since the last inspection staff had received additional training to reflect additional responsibilities, for example to manage epilepsy without recourse to external support unless in an emergency.

We saw some improvements in key processes since our last inspection, for example supervision and team meetings appeared to be becoming more regular. At the last inspection we were concerned that we could not find evidence of the support provided to a new member of staff during their induction period. At this inspection we saw that new staff had received an induction record and had had the opportunity to shadow experienced staff as well as receive induction training.

Care plan audits had been carried out regularly, and actions identified as appropriate. In addition, medication and finance records were also audited regularly. More detailed audits had been carried out by a senior member of staff and had resulted in some actions to be completed by staff.

Staff received a range of training appropriate to the needs of the people they supported, and where appropriate this was updated or refreshed. Staff told us they felt they had a variety of opportunities for training and that they felt comfortable approaching senior staff if they felt additional training was required. They also told us that they felt well supported by senior staff and that if an issue was raised this would be dealt with promptly.

The manager had produced a development plan which described actions identified from internal quality assurance activities, contract compliance visits and feedback from people who used the service. This helped to plan and prioritise actions required for the continual development and improvement in the service.

## What the service could do better

Some documentation continued to refer to consultation with 'the on-site nurse', for example in epilepsy care plans, or skin integrity care plans. This may have been due to the recent secondment of a nurse from the neighbouring site, but this was no longer the case and care plans and protocols should be updated to reflect support received from, within the service.

Although we could see that the service had completed DisDat assessments which described how people communicated, these did not appear to be an integral part of the support plans and were kept in a separate file. We thought the service could better record the strategies staff used to communicate with some residents such as signing or symbols within care plans.

In one file we looked at, we saw that a falls risk assessment had not been reviewed since August 2017 despite the resident scoring as a high risk of falls. In the same file his care plan stated that 'I have challenging behaviour in the form of verbal aggression' but there was no reference to additional documentation completed which described behaviours, triggers, or early indicators and which gave a useful menu of approaches to defuse the situation. In another file we saw that there had been a tentative diagnosis for one resident of early onset Downs related dementia, however the communication care plan made no reference to this and how it may have affected communication.

The service should review their systems to ensure that information is easily accessible to all staff.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Inspection and grading history

Date	Type	Gradings
25 May 2017	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 4 - Good Management and leadership 4 - Good
26 Apr 2016	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
1 Jun 2015	Unannounced	Care and support 4 - Good Environment 5 - Very good Staffing 5 - Very good Management and leadership 4 - Good
18 Sep 2014	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
6 Nov 2013	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
22 Apr 2013	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
30 Oct 2012	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 5 - Very good Management and leadership 5 - Very good
12 Sep 2011	Unannounced	Care and support 3 - Adequate Environment Not assessed Staffing Not assessed

Date	Type	Gradings	
		Management and leadership	3 - Adequate
14 Jun 2011	Unannounced	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	2 - Weak
14 Dec 2010	Unannounced	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	Not assessed
23 Aug 2010	Announced	Care and support	1 - Unsatisfactory
		Environment	Not assessed
		Staffing	2 - Weak
		Management and leadership	Not assessed
15 Mar 2010	Unannounced	Care and support	2 - Weak
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	Not assessed
17 Dec 2009	Announced	Care and support	2 - Weak
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	Not assessed
26 Feb 2009	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	3 - Adequate
8 Oct 2008	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate

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