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**Report To:** Health & Social Care Committee      **Date:** 23 February 2017

**Report By:** Brian Moore  
Corporate Director (Chief  
Officer)  
Inverclyde Health and Social  
Care Partnership (HSCP)      **Report No:** SW/16/2016/BC

**Contact Officer:** Beth Culshaw  
Head of Health and Community  
Care      **Contact No:** 01475 715283

**Subject:** CARE INSPECTORATE REPORT ON HILLEND RESPITE UNIT

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## 1.0 PURPOSE

- 1.1 The purpose of this report is to advise members of the outcome of the annual inspection of the Hillend Respite Unit.

## 2.0 SUMMARY

- 2.1 The Care Inspectorate carried out an unannounced inspection of the Hillend Respite Service on Wednesday 5<sup>th</sup> October 2016. Reflecting the history of previous inspections, this was carried out on a low intensity basis.
- 2.2 A full public report of the inspection and grades is published for the service on the Care Inspectorate website.
- 2.3 The summary of grades awarded is:-
- Quality of Care and Support - 5 - Very Good  
Quality of Staffing - 5 - Very Good

## 3.0 RECOMMENDATIONS

- 3.1 Members are asked to note the positive outcome of the inspections and, in particular, that no requirements were issued to the service by the Care Inspectorate.
- 3.2 In terms of areas for development it was suggested that the service could make improvements when completing the self-assessment by using examples of "positive outcomes" which will show the impact the service has had on people's lives.

**Brian Moore**  
Corporate Director (Chief Officer)  
Inverclyde HSCP

## 4.0 BACKGROUND

4.1 Inverclyde HSCP Hillend Respite Service has been registered with the Care Inspectorate since April 2008 to provide a short break service or residential respite period to a maximum of four people at any one time.

4.2 The service aims and objectives are:-

- To provide care and support to Adults with a physical disability, learning disability or mental health illness.
- To enable carers to have a planned short break from their caring role.
- To provide as flexible a package of respite as soon as possible to meet the service user and carer's need.
- To promote independence and encourage and support a service user in activities of daily living including meeting recreational and religious choices.
- To provide an efficient and effective service that lets service users remain as independent as possible while promoting a high standard of care.
- To create a safe, welcoming and friendly environment as well as respecting the service user's right to privacy, dignity, choice, safety and self-expression.
- To promote the service to carers who can be identified at an early stage through direct referral from the HSCP and other relevant agencies.

4.3 Following refurbishment, one of the bedrooms can now be used by couples. The Care Inspectorate thought this was an example of very good practice as it ensured choice and positive outcomes for those involved.

The Care Inspectorate highlighted that:-

During the inspection we spoke with all four people on respite and two visiting family members, some of the comments detailed below:-

"The service I receive is excellent."

"The staff are very helpful, friendly and welcoming."

"I feel respected and included in my care."

"Overall the service provided by this facility is exceptional."

4.4 Whilst making no requirements, the Care Inspectorate concluded that the service has good insight into the areas for development to further improve the service as follows :-

- Improve care planning,
- Develop further supervision and appraisal
- Dementia training

4.5 What we do well:-

It was felt that the management team and staff were very good at finding out what service users wanted to do, placing an emphasis on people having a relaxed and enjoyable respite break.

It was noted the staff involved service users in planning and evaluating their care and future service development. The service carries out regular reviews and issues satisfaction questionnaires. Consultation with service users and carers is completed annually in conjunction with Your Voice.

The inspection reflected a high standard of health and safety within the unit. It was noted that regular checks were undertaken of: thermostatic mixing valves, water temperatures, hoists and electrical equipment.

The grades awarded reflect that Hillend Respite Service continues to maintain very high standards. Continuous improvements in the service have been noted by the Care Inspectorate.

## 5.0 IMPLICATIONS

### Finance

- 5.1 There are no specific financial implications from this report. All activity will be contained within existing budgets.

Cost Centre	Budget Heading	Budget Years	Proposed Spend this Report £000	Virement From	Other Comments
N/A					

Annually Recurring Costs/ (Savings)

Cost Centre	Budget Heading	With Effect from	Annual Net Impact £000	Virement From (If Applicable)	Other Comments
N/A					

### Legal

- 5.2 There are no legal issues within this report.

### Human Resources

- 5.3 There are no human resources issues within this report.

### Equalities

- 5.4 Has an Equality Impact Assessment been carried out?

	YES (see attached appendix)
√	NO – This report does not introduce a new policy, function or strategy or recommend a change to an existing policy, function or strategy. Therefore, no Equality Impact Assessment is required.

### REPOPULATION

- 5.5 There are no repopulation issues within this report.

## 6.0 CONSULTATION

- 6.1 None.

## **7.0 BACKGROUND PAPERS**

7.1 None.

## Respite Unit Care Home Service

Hillend Centre  
2 East Crawford Street  
Greenock  
PA15 2BT

Telephone: 01475 728410

Type of inspection: Unannounced  
Inspection completed on: 5 October 2016

**Service provided by:**  
Inverclyde Council

**Service provider number:**  
SP2003000212

**Care service number:**  
CS2003001081

## About the service

Inverclyde Council's Respite Unit is registered to provide a service to a maximum of four people at any one time. During this inspection we spoke to all four clients on respite.

The service aims to -

- Provide an efficient and effective service that lets service users remain as independent as possible while promoting a high standard of care.
- Create a safe, welcoming and friendly environment as well as respecting the service user's right to privacy, dignity, choice, safety and self expression.

The Respite Unit is a single story, fully accessible property with a range of private and public rooms. On the day of inspection the home was clean, well maintained and comfortably furnished.

To ensure that clients can have an enjoyable respite break one of the bedrooms can be used by couples. We thought this was an example of very good practice as it ensured positive outcomes for those involved.

We found the atmosphere very relaxed with staff being focused on making sure that clients were happy and receiving appropriate support and encouragement.

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com).

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

## What people told us

During the inspection we spoke with all four people on respite and two visiting family members.

Care standards questionnaires returned by clients commented:

"The service I receive is excellent."

"The staff are very helpful, friendly and welcoming."

"I feel respected and included in my care."

"Overall the service provided by this facility is exceptional."

"The staff are wonderful and sensitive to my needs."

"The flexibility of the service and staff is unsurpassed."

"Nothing is too much trouble."

"I was very pleased to have these respite facilities and look forward to attending them."

"I have always felt well cared for and enjoy the company of the staff and the outings they arrange."

"Staff took time to get to know me and showed an interest in the things I like to do."

"We have meetings prior to my visit along with my parents to discuss the service available, with my personal interests noted."

"If there were activities planned ... it would be perfect."

People on respite were very positive about their support, commenting:

- "I always come in at the same time as my friend."
- "Love it."
- "Everyone is friendly."
- "Staff always have time for a chat."
- "Have a good laugh."
- "I like the trips out and visiting the day centre next door."
- "Always some thing to do."
- "Foods ok."

Care standards questionnaires returned by family members commented:

- "The staff are excellent."
- "The staff and management are wonderful and try to make it as welcoming as possible."
- "I think the lounge is too small."
- "Flexibility is unsurpassed."
- "Have tried respite more often this year and it has worked out well for both of us."
- "I am more than pleased with Hillend Respite as it is very well run."

Family members said that:

- "My daughter really looks forward to being on respite."
- "My daughter has made good friends."
- "Staff are very good at arranging dates to suit."
- "Everyone is friendly."
- "We are always treated with respect."
- "Nothing is too much bother for staff."
- "Second to none."
- "Dad talks about it all the time."
- "It's incredible."
- "Very impressed."
- "Made to feel welcome."
- "Staff relate well to people that are there."
- "Staff have had additional training to meet specific support needs."
- "Staff always phone for an update before a respite visit."
- "I think Wi-Fi would be a good idea."

## Self assessment

The Care Inspectorate received a fully completed self-assessment. The self-assessment accurately reflected the findings of the inspection.

This identified what the service did well and some areas of improvement.

During the inspection the manager told us how clients and their families influenced the service's development and improvement.

## 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>	5 - Very Good
<b>Quality of management and leadership</b>	not assessed

## What the service does well

We decided that the management team and staff were very good at finding out what clients wanted to do, placing an emphasis on people having a relaxed and enjoyable respite break. We found examples of this when people had been supported to: use a nearby day centre, go on trips, meet friends and socialise.

Everyone using the service had a support file/plan. When we read these we found that they contained a range of information such as: individual support needs, risk assessments, and health/medical needs. We discussed how protocols could be used to outline what should be done if, for example, a client had a seizure and required medication or an ambulance to be called.

We found that staff were in regular contact with health and social care professionals, such as care managers and GPs, and had a good awareness of peoples' support and medical needs. To help with this staff had received a range of training including: medication, moving & assisting, diabetes and adult protection. An Epilepsy Nurse was speaking to the staff in the week following the inspection.

The manager and staff were aware of the need to register, with the Scottish Social Service Council (SSSC) and to keep their training up to date.

The service was very good at involving clients in planning and evaluating their care and its development. To help with this the service held regular reviews and issued satisfaction questionnaires.

The service was very good at monitoring and maintaining the safety and repair of the unit. We found that regular checks were undertaken of; thermostatic mixing valves, water temperatures, hoists and electrical equipment.

## What the service could do better

The manager should consider using examples of "positive outcomes" when completing the service's self-assessment. By doing this the service will show the impact it has had on people's lives.



## 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
5 Nov 2015	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
26 Nov 2014	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
9 Dec 2013	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
27 Nov 2012	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 5 - Very good Management and leadership 5 - Very good
7 Jan 2011	Unannounced	Care and support 5 - Very good Environment Not assessed

Date	Type	Gradings	
		Staffing	Not assessed
		Management and leadership	Not assessed
14 Jul 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
25 Mar 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
3 Sep 2009	Announced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
26 Feb 2009	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
27 Oct 2008	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

## To find out more

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## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

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