

Fram House Care Home Service

High Street
Beaulieu
IV4 7BT

Telephone: 01463 783977

Type of inspection: Announced (short notice)
Inspection completed on: 12 January 2017

Service provided by:
Nansen Highland

Service provider number:
SP2003001725

Care service number:
CS2003008526

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.

Fram House is operated by Nansen Highland, a registered charity based in Ross-shire who provides other support services to young adults with a learning disability, including day care, residential and housing support.

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 en-suite facilities. Additionally, service users share a spacious lounge, dining room, kitchen and family size bathroom. There is a spacious office on the first floor with sleep-in facilities. People have good facilities in the garden to sit, relax and enjoy the outdoors.

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 service aimed to provide a safe, secure, stimulating and caring environment whilst also respecting each person as an individual.

What people told us

We spoke with all four people who live at Fram House. Generally, people expressed a high level of satisfaction with the care and support they received. People said they felt very much at home in Fram House. The service was small and people who lived there knew each other very well. This gave the feel of a family setting. People spoke highly about the staff that supported them. They told us that they were treated with respect and were very comfortable to approach the staff or any of the management team if they had any issues or concerns to discuss.

Self assessment

The Care Inspectorate received a self assessment document from the provider. We were satisfied with the way this was completed. The provider gave good information about what they thought they did well and they had identified the work they thought they needed to do to improve particular areas.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	not assessed
Quality of staffing	5 - Very Good
Quality of management and leadership	5 - Very Good

What the service does well

Fram House provided very good care and support for the people who used the service and their families. The service is small and enables people to get to know each other and staff very well. This helps people develop good

communication and social skills. People who used the service appeared very comfortable with the staff supporting them. We observed warm and compassionate interactions throughout the inspection.

The service was well managed and benefited from a skilled staff team that were committed to improving the quality of life and experiences for the people who live there. People who use the service can expect individualised support and opportunities to enjoy a range of activities and events in the local community that reflects their personal interests and choice.

The service support people well to develop skills for independent living and promote opportunities to build active and productive lives. Most people were involved in regular activities and groups in the local community and were supported to develop a range of interests.

Staff were aware of the benefits of positive risk taking to develop people's confidence and skills. People were supported to manage these appropriately so that any risk of harm was moderated. This approach promoted people's rights and individual choice well and has resulted in positive outcomes for people.

Overall, we thought that the service worked very well to meet the health and wellbeing needs of the people they supported. Staff worked closely with healthcare professionals to ensure that people's health and welfare needs were supported and they could manage health issues in accordance with best practice guidance. They encouraged people to use skills that supported independence. This showed how the service were implementing recommendations from the 'Key's to Life' strategy and achieving the key outcomes for ensuring a healthy life, exercising choice and control, improving independence and promoting inclusion for people.

What the service could do better

The service should ensure they have a signed letter from guardians detailing the responsibilities and decisions they have delegated to the service.

It was difficult to find clear information in people's files about the in-house reviews of their support needs. These should be separately recorded and filed with the LA reviews to ensure consistency and continuity of information. This can help the service to maintain regularity of reviews and ensure that people's needs were reviewed in line with statutory timescales. Review records should note a summary of the discussion and the decisions agreed.

The service should continue to review the risk assessments to ensure these reflect current risks and the measures in place to manage these effectively. It was noted that the manager had recently looked at person centred risk management. This learning should be incorporated into the further development of risk assessment and management.

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.

Inspection and grading history

Date	Type	Gradings
16 Sep 2015	Announced (short notice)	Care and support 5 - Very good Environment 5 - Very good Staffing 4 - Good Management and leadership 4 - Good
10 Dec 2014	Unannounced	Care and support 4 - Good Environment 5 - Very good Staffing 4 - Good Management and leadership 4 - Good
29 Aug 2014	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 3 - Adequate Management and leadership 3 - Adequate
14 Mar 2014	Announced (short notice)	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 3 - Adequate
27 Jun 2013	Unannounced	Care and support 4 - Good Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 3 - Adequate
20 Aug 2012	Announced (short notice)	Care and support 6 - Excellent Environment 6 - Excellent Staffing 6 - Excellent Management and leadership 6 - Excellent
19 Jan 2011	Unannounced	Care and support 6 - Excellent

Date	Type	Gradings	
		Environment Staffing Management and leadership	Not assessed Not assessed Not assessed
28 Jul 2010	Announced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed Not assessed 5 - Very good
31 Mar 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed Not assessed
30 Oct 2009	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
30 Mar 2009		Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 4 - Good 5 - Very good
20 Oct 2008	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 4 - Good 5 - Very good

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