

Longcroft Care Home Service

237 Glasgow Road
Longcroft
Bonnybridge
FK4 1QY

Telephone: 01324 849 732

Type of inspection:
Unannounced

Completed on:
23 November 2023

Service provided by:
Real Life Options

Service provider number:
SP2003001558

Service no:
CS2011303445

About the service

Longcroft is registered as a care home service and provides a service for up to six people with learning disabilities. People using the service may also have associated physical disabilities and complex health conditions. The service is provided by Real Life Options.

Accommodation is provided on one level. Bedrooms are spacious and have shower and toilet facilities. The communal lounge and dining room are comfortable and homely. The property is surrounded on three sides by a pleasant garden that provides outside space for people to enjoy. The home has transport which people can use and is situated near public transport links and social and leisure facilities.

The service registered with the Care Inspectorate on 9 December 2011.

Six people were using the service at the time of the inspection.

About the inspection

This was an unannounced inspection which took place on 20 and 21 November 2023. The inspection was carried out by one inspector from the Care Inspectorate.

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

In making our evaluations of the service we:

- spent time with the people who use the service and spoke to some of their representatives
- spoke with 11 staff and management
- observed practice and daily life
- reviewed documents and quality assurance systems
- spoke with nine visiting professionals.

Key messages

People were treated with the utmost dignity and benefitted from warm, encouraging, positive relationships with staff

People's support was focussed on outcomes and enablement and staff excelled at supporting people to achieve their outcomes.

The management team valued staff and staff felt very well supported in their work.

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?	6 - Excellent
How good is our leadership?	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?

6 - Excellent

We evaluated this key question as excellent where performance was sector leading, with outstandingly high outcomes for people living at Longcroft. People were treated with the utmost dignity and respect and staff and people had developed genuine, kind and respectful relationships. People benefitted from the depth and quality of these positive relationships and this provided meaningful interaction in people's lives. Care plans were very detailed and person centred, while outcomes recording showed how people's aspirations came to life on a day to day basis. One professional told us "Longcroft takes particular pride in being a person-centred service and they strive really hard to meet individual outcomes" while another had observed that "you can see the affection shown to (people) which is reciprocated with the delight on (people's) faces during their interactions."

Meaningful activities were a normal part of daily life and were very focussed on outcomes and enablement. We observed this in action throughout the inspection, where staff provided support that effectively promoted independence, taking account of the complexity of people's needs, because this was very important to people. We received feedback from a number of professionals about people's experiences, and more importantly what difference these experiences made to people's quality of life. The service used photographs and outcome recordings well to evidence how people were getting the most out of life and used this information to reflect and further plan with people and their representatives. The focus on community was very important in the service and people were supported to use community facilities to enhance their social wellbeing whenever possible.

One person's medical consultant said "Longcroft provide highly person-centred care and support to their residents. I am delighted to see how best they supported (my patient) to be independent in all areas within their capability"

The service supported people to improve health and wellbeing by advocating health screening and arrange regular access to healthcare professionals. Staff had developed positive relationships with the multidisciplinary healthcare team (MDT) and this meant that people had specialist support when they needed it. One professional from the team told us "the Longcroft team are very effective at communicating with the wider MDT to make sure that (people) are getting the correct care available to them when they need it"

During the inspection we observed how the service were supporting someone in an acute hospital setting while working with health partners to arrange the care at Longcroft because this was the best outcome for them.

People could be confident in their nutritional support because staff had worked together with them to develop a unique approach to meal provision which was inclusive and offered a wide choice of food, as well as enhancing the homely feel of Longcroft, where staff and people get on with their day together as one 'family'.

How good is our leadership?

5 - Very Good

We found significant strengths in aspects of leadership within the service and how this supported positive outcomes for people, therefore we evaluated this key question as very good.

People who use the service, their families and staff could be confident giving feedback and raising any concerns because they know management will act quickly and use the information to help improve the service.

Observations of staff practice were regularly undertaken to assess learning and competence. Outcomes from these observations were discussed through team meetings, reflective accounts or supervision appraisal. Staff told us that they feel very well supported by the management team and one staff member said "this is great place to work. Its like an extension of my family".

The service regularly reviewed how they were performing through a range of feedback mechanisms and audit activity. The manager empowered others to be involved in the comprehensive quality assurance system, including self-evaluation, promoting responsibility and accountability. This meant that the service improvement plan was inclusive and detailed the future direction of the service where everyone's view was valued and people and staff at Longcroft were on board.

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?	6 - Excellent
1.1 People experience compassion, dignity and respect	6 - Excellent
1.2 People get the most out of life	6 - Excellent
1.3 People's health and wellbeing benefits from their care and support	6 - Excellent
How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.