

# Dougall Court Care Home Service

12 - 14 Dougall Court  
Mayfield  
Dalkeith  
EH22 5PU

Telephone: 01316 604 557

**Type of inspection:**  
Announced (short notice)

**Completed on:**  
9 October 2023

**Service provided by:**  
Thera (Scotland)

**Service provider number:**  
SP2007008824

**Service no:**  
CS2017362434

## About the service

Dougall Court is a small care home for adults with a learning disability, located in a quiet residential area of Mayfield in Midlothian. The accommodation is leased from Link Living and the care and support is provided by Thera (Scotland).

Each supported person has their own bedroom decorated to reflect their personal tastes and a large garden is to the rear. People are supported on a 24hr basis including one to one allocated hours and engage in a variety of community based activities and groups.

The service is registered to support five people. The aims and objectives of the service are: "Thera Scotland aims to support people with a learning disability have a good life that makes sense to each person, including developing personal and informal relationships, financial security, enabling people to use their gifts and abilities."

Three people were using the service at the time of our inspection.

## About the inspection

This was a short notice announced inspection which took place on 2 October 2023. We spent time with the manager, support staff and met with one resident. This inspection was undertaken by one inspector 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.

In making our evaluations of the service we:

- Spoke with one person who receives support.
- Spoke with five staff and management.
- Spoke with two relatives.
- Spoke with one care professional.
- Reviewed documents.

## Key messages

- Staff displayed a strong sense of duty of care towards people.
- There was a high level of staff consistency, resulting in meaningful working relationships being established.
- People's care plans were of a good quality and person centred to their individual needs.
- The provider should de-register the service as a care home and register as a care at home service. This would then reflect the care delivered to 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 staff team?	4 - Good
How good is our setting?	4 - Good
How well is our care and support planned?	4 - 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. While strengths had a significant positive impact, improvements are needed to ensure that people consistently have experiences and outcomes which are as positive as possible.

People experienced care and support with compassion because there were warm, encouraging and positive relationships between staff and those receiving care. This supports people to achieve their individual outcomes.

How people spend their time is important to them. People enjoyed attending nearby day centres, engaging in community activities and being supported to maintain contact with friends and relatives.

People were encouraged to move regularly and remain as active as they can be, including using outdoor space where possible. People benefited from regular healthcare assessments, access to community healthcare and treatment from competent trained practitioners, including prevention and early detection interventions.

Staff demonstrated a good knowledge of people's needs. This meant that people could be confident that staff supporting them were well informed and worked consistently to help them achieve the outcomes that they had identified. There was a positive focus on supporting people to maintain their independent living skills as much as possible.

People's personal plans gave staff clear direction about how to deliver each person's care and support. The sample of care documentation viewed provided a good overview of the person's life history, what was important to them, their choices, wishes and preferences. This ensures the care and support delivered to people were person centred and meaningful to them.

## How good is our leadership?

4 - Good

We made an evaluation of good for this key question. Whilst some improvements were needed, the strengths identified had a significant positive impact on people's experiences.

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 day to day finances. The provider had also completed a quality audit visit, which included having meaningful conversations with people about what they enjoyed about the support they received and what could be better. Where people lacked capacity, observations of practice were undertaken to inform any action plans for further improvement and development of the support provided.

Some of the systems in place to support the manager to have oversight of the service were not user friendly in structure. It was not always easy to populate the relevant information just for Dougall Court rather than Thera on a national level. The manager recognised benefits could be gained if data could be collated locally to support peoples' outcomes of those using the service.

Leadership was supportive, responsive and visible, which enabled staff to voice their concerns, share ideas and explore ways to promote resilience. Staff knew their contribution was valued and recognised by the management of the service. This helped keep people motivated, remain adaptable and to focus on how best

to provide care and support.

Although a registered care home, this was not reflective of the delivery of care to people. There was a strong focus on supporting people with promoting independent living as much as possible and people took pride in participating in some of the cleaning of their home and shopping for their meals. The provider should therefore de-register the service as a care home and register as a care at home provision. This has been discussed at previous inspections and action by the provider should be taken. Please see area for improvement one.

### Areas for improvement

1. To ensure people experience high quality care, the provider should ensure the premises where support is delivered is suitable to meet the care needs of people. This is especially relevant as people become older and their health and care needs may change.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state: "I can independently access the parts of the premises I use and the environment has been designed to promote this." (HSCS 5.11).

### How good is our staff team?

4 - Good

We made an evaluation of good for this key question. Whilst some improvements were needed, the strengths identified had a significant positive impact on people's experiences.

Through our observations of staff practice, we concluded that staff were well-meaning in their actions and clearly wanted to take care of people.

Regular supervision was used constructively and supported staff's personal and professional development. There were clear records of learning being undertaken and planned, which inform learning for each member of staff. Staff were aware of their responsibilities for continuous professional development to meet any registration requirements. The manager monitored the frequency of supervision meetings to ensure they were consistent for all staff.

### How good is our setting?

4 - Good

We made an evaluation of good for this key question. Whilst some improvements were needed, the strengths identified had a significant positive impact on people's experiences.

People benefited from a warm, comfortable, welcoming environment with plenty of fresh air, natural light and sufficient space to meet their needs and wishes. The environment was relaxed, clean, tidy and generally looked-after, with no evidence of intrusive noise or smells.

All rooms had personal items and with appropriate decoration. This highlighted the support given to residents to choose the furnishings and layout of their bedroom including the option to bring their own furniture.

## How well is our care and support planned?

4 - Good

We made an evaluation of good for this key question. Whilst some improvements were needed, the strengths identified had a significant positive impact on people's experiences.

Personal plans were written well and comprehensive, with good information to lead and guide staff on how best to support the person. People benefit from personal plans which were regularly reviewed, evaluated and updated, involving relevant professionals and family members.

The provider should develop care plans to include anticipatory care elements to ensure people's wishes other than those receiving palliative care were recorded and respected. We will follow this up at the next inspection.

## 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).

## Detailed evaluations

How well do we support people's wellbeing?	4 - Good
1.1 People experience compassion, dignity and respect	4 - Good
1.2 People get the most out of life	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - Good
How good is our leadership?	4 - Good
2.2 Quality assurance and improvement is led well	4 - Good
How good is our staff team?	4 - Good
3.2 Staff have the right knowledge, competence and development to care for and support people	4 - Good
How good is our setting?	4 - Good
4.2 The setting promotes people's independence	4 - Good
How well is our care and support planned?	4 - Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	4 - Good

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