

Corbenic Camphill Community Support Service

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Type of inspection:
Unannounced

Completed on:
30 October 2023

Service provided by:
Corbenic Camphill Community

Service provider number:
SP2003002110

Service no:
CS2003040223

About the service

Corbenic Camphill Community is registered to provide a small day support service for up to 6 service users per day, Monday - Friday. The community has a number of workshops attended daily by day service users and residents. This also includes opportunities on the service's farm and estates.

Camphill Scotland Trust are the owners of the land and buildings which are rented to the registered charity Corbenic Camphill Community Ltd.

Corbenic Camphill Community has its stated aim, 'being together and working together as a community of diverse individuals, sharing life so that all can live well and in a way that fosters the sense of integrity, dignity and worth in each person'.

Corbenic's values are expressed through five broad areas and reflected in the following aims:

- To provide the highest quality of care and support based on the principles of dignity and respect, compassion, inclusion, wellbeing, and responsiveness to individual need.
- To be a welcoming, genuine, and intentional community where members are treated, fairly, equally, listened to, empowered, and where diversity is celebrated.
- To afford choice and opportunity to all members to participate in and experience a rich cultural and spiritual life influenced by the traditions and rhythms of the Camphill movement based on life sharing and a program of seasonal festivals.
- To provide opportunities for all members of the community to learn and develop through participation in meaningful activities that promote independence and contribute to the life of the community through work, creativity, and leisure.
- To be a community who value the environment, treating the land upon which we live, and the physical environment around us with respect and care in keeping with organic and biodynamic principles and recognising the wider concerns associated with the climate crises.

About the inspection

This was an unannounced inspection which took place between 25 and 27 October 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 spoke with four relatives of people using the service and observed four people being supported in a craft activity. We visited three workshops in which several supported people participated. In these environments we observed practice and daily life, which included delivering produce around the community. We also spoke with two members of staff, the registered manager, the service director and we briefly joined a meeting of the Board of Trustees.

We sampled and reviewed many documents including, but not limited to;

- Care and Support Plans.
- Health records.
- Review schedules.
- Legal status in respect of capacity and guardianship.
- Risk assessments.
- Audits.
- Medication records.
- Recruitment Records.
- Training Plans and Records.
- Supervision and appraisal schedules.
- Service Development Plans.
- Newsletters and Questionnaire responses.

Key messages

- Staff had very good, meaningful relationships with those they supported and their relatives.
- Staff looked for opportunities to promote the independence of those they supported.
- Staff were passionate about providing high quality care.
- The digital method of recording and storing of information continued to be developed.
- Audit processes need to be reviewed and re-introduced.
- There was a good development plan for the service and this had been developed in conjunction with stakeholders.
- Questionnaires had been distributed to relatives and responses were being analysed.
- Relatives spoke of the very good communication from the service.
- The frequency of supervision and its link to the appraisal process needed to be tightened up.

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?	5 - Very Good
How good is our leadership?	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?

5 - Very Good

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

We visited the Day Service hub (Jura) and several of the workshops to observe staff conducting their duties. Through these visits we saw that relationships were warm, encouraging and positive.

This service promoted a work ethic through designated responsibilities, such as delivering mail, collecting eggs or assisting with work around the estate. This may appear as insignificant occupation but the service looked for opportunities to promote independence, problem-solving and choice, thus maintaining or improving well-being and esteem. These tasks were shared with those within the residential service and, therefore, had the added benefit of encouraging socialisation between these two sections of the care community.

There was clear choice about the outcomes the person wished to pursue and their preference to how this was done. Progress was also clearly documented within the person's comprehensive individual support plan as was a defined timescale.

People told us that, despite the departure of the team leader from the team, the service had continued to provide a consistently, high quality service. Filling this post will not necessarily improve the delivery of direct support but will assist in the delivery of supportive managerial processes.

All we spoke to were very happy with the staff, their professionalism and courtesy, yet fun approach. Their knowledge and awareness of those they supported was particularly commented upon.

We could see through personal support plans that people, or legal representatives, were recognised as experts on their own experiences, needs and wishes. This meant they were fully involved in decisions about their care and support.

People were supported to build their aspirations and confidence in having a strong sense of their own identity and wellbeing. We saw this in the interactions we observed within the Day Services Hub where staff were providing craft activities. Staff were knowledgeable in respect of individual abilities and of the impact of people's health condition or diagnosis when undertaking more exertive, physical activities.

While undertaking the craft activity, staff were proactive in using their skills to maintain the involvement of everyone, ensuring both individual and group outcomes were met, for example, these could include, maintaining dexterity or group relationships. Our short observation showed us that people were able to develop a sense of fairness and co-operation.

The service also makes use of a local shop where items can be sold and shop-keeping roles can be fulfilled. Although this is not paid work the service fully promotes meaningful occupation and the fulfilment and pride this brings. The relatives we spoke to understood and supported this approach which fostered confidence and self-esteem.

As well as connecting with the wider local community, people were also able to explore opportunities to connect with the internal Corbenic community. This was done when delivering produce around the

community and during festivals and large-scale celebrations and events.

With the deep understanding of people that staff have, social bonds or meaningful relationships can be maintained or strengthened. This is not to say that there are never disputes and disagreements, but through careful observation, staff try to distract and de-escalate before these develop.

From our observations, and from feedback we received from relatives, it was clear that people regularly had fun and were able to get involved in a wide range of activities and interests. They have opportunities through the week to promote their creativity, including through the arts.

When there were gaps in knowledge the service obtained training to ensure that support was appropriate. Staff told us that they could request training if they felt it would be beneficial to the delivery of care and support. More general health and well-being content was recorded within specific sections of the support plan including Mental Health and Behaviour, Personal Care, Physical Health and Medication.

Although the staff within day services were not responsible for monitoring health, we found that they were very aware of specific health related support needs. This was enhanced by the daily communication that existed between staff and relatives of those attending. We heard, from both sides, that this was invaluable. There were several methods adopted, which included emails, social media and personal iPads. Relatives felt respected and 'included' when they received descriptions and photos of the days activities.

Staff told us that they had received training on specific communication techniques and they felt that this had equipped them to provide more person-centred support based around people's choices. For supported people to be listened to and understood are fundamental prerequisites to making decisions and choices, which, in turn, promotes confidence and self-esteem.

Staff promoted and supported people's choices at every opportunity. This included the choice of friends and social activity. We heard that this had led to close friendships which may not otherwise have been formed. Relatives attributed this to the support and nurturing from the staff which they felt were qualities which could not be instilled or trained.

How good is our leadership?

4 - Good

We made an evaluation of good for this key question, as several important strengths, taken together, clearly outweighed areas for improvement. Whilst some improvements were needed, the strengths identified had a significant positive impact on people's experiences.

We found that staff continually evaluated people's experiences to ensure that, as far as possible, people who are using the service were provided with the right care and support in the right place to meet their outcomes. Communication from both staff and management ensured that people were well informed about any changes that were planned, and their views had been heard and taken into account. Comments from relatives included 'communication is brilliant', 'We feel the day service communicates very well as they are so free to chat' and 'definitely are good, get daily information'.

We saw a recently distributed questionnaire which reflected the key questions from the Care Inspectorate Quality Improvement Framework. Responses were on the whole very positive. By using these key questions people were supported to understand the standards they should expect and were encouraged to be involved in evaluating the quality of the service provided.

Although we did not see a similar questionnaire for staff, they told us that they were aware of the Service Development Plan 23-24 and they had been invited to contribute to it. One member of staff stated, 'Management kept us up to date with the Development Plan and 'blue prints'. Everyone had a chance to be involved'. Although this is a crucial piece of consultation it does not necessarily lead to an improvement plan. A plan based on the lower scoring areas within the questionnaire should be the focus of improvement. We were unsure how the 'key improvement areas' within the development plan had been identified. However, we were confident that this will be addressed, in the near future, once questionnaire responses are analysed.

People told us that staff and management were approachable and accessible and would have no hesitation approaching them if they wished to give feedback or raise a concern. They told us that they believed leaders would act quickly and use the information to help improve the service.

Relatives and staff told us that they felt there were enough staff for the current provision and they were aware that staffing would increase, proportionately, as the service developments. However, the departure of the Assistant Care and Support Manager, in the early part of the year, had meant that some managerial responsibilities had been adversely affected. These responsibilities included, maintaining review timescales, providing supervision sessions for staff and undertaking regular service audits. The arrival of the new Assistant Care and Support Manager will also ease the pressure on the two members of staff currently within the service and may allow opportunity for ring-fenced, administration time.

It must be stressed that, while covering this vacancy as well as his own remit, the registered manager has ensured that staff were supported and that service delivery remained of a high quality. A new Assistant Care and Support Manager has been appointed and is due to commence in her post soon. It was also clear from the comments from relatives that the quality of service delivery had not been adversely affected. This service places the outcomes and wishes of people who are using the service as the primary objectives. We are confident that these areas of responsibility will soon be addressed naturally, but we suggested that the cyclical process of supervision and appraisal is re-established at the earliest opportunity.

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?	5 - Very Good
1.1 People experience compassion, dignity and respect	5 - Very Good
1.2 People get the most out of life	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
How good is our leadership?	4 - Good
2.2 Quality assurance and improvement is led well	4 - Good

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