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Shamrock House

Inspection Report

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Ratings

Overall rating for this service

Are services effective?

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Overall summary

Shamrock House is registered to provide accommodation and personal care for 17 people who have a mental health related condition. The service is located in a residential area of Goole in East Yorkshire and is within a ten minute walk to local shops and amenities.

At the previous inspection of the home in April 2014 we found that privacy and dignity had not been promoted for each person who lived at the home, as there were no

privacy screens in some shared rooms. We issued a compliance action for this breach of regulation. This was a responsive inspection to check that the breach of regulation had been complied with.

Our inspector visited the service and the information they collected helped answer one of our five questions: Is the service safe? Is the service effective? Is the service caring? Is the service responsive? Is the service well-led? Below is a summary of what we found.

Summary of findings

The summary is based on our observations during the inspection, speaking with people using the service and speaking with the registered manager and registered provider. If you want to see the evidence supporting our summary please read the full report.

Summary of findings

The five questions we ask about services and what we found

We always ask the following five questions of services.

Are services effective?

The service is effective.

At the previous inspection on 10 April 2014 we found that there were no privacy screens in shared bedrooms and people who occupied a shared room identified this as a concern, as it prevented them from having privacy and did not promote their dignity.

At this inspection we checked some of the shared rooms and saw that people now had privacy screens in place. People told us they appreciated the privacy this provided.

People had been 'matched' to share bedrooms with friends in a way that meant they had more independence.

Summary of findings

What people who use the service and those that matter to them say

At the previous inspection of the home in April 2014 we found that privacy and dignity had not been promoted for each person who lived at the home, as there were no privacy screens in some shared rooms. We issued a compliance action for this breach of regulation.

On 24 September 2014 we carried out a responsive inspection to check that the breach of regulation had

been complied with. On the day of this inspection we spoke with the registered provider, the registered manager and two people who lived at the home. People told us that they were happy with the arrangements in place to promote their privacy and dignity.

Shamrock House

Detailed findings

Background to this inspection

Shamrock House is registered to provide accommodation and personal care for 17 people who have a mental health related condition. The service is located in a residential area of Goole in East Yorkshire and is within a ten minute walk to local shops and amenities.

The inspection was carried out by an Adult Social Care (ASC) inspector.

On the day of the inspection we spoke with the registered provider, the registered manager and two people who lived at the home. We looked around some bedrooms (with people's permission) to check that privacy screens were in place, and reviewed the care plans for some people in respect of privacy and dignity.

Are services effective?

(for example, treatment is effective)

Our findings

People were supported in promoting their independence and community involvement.

We carried out an inspection on 10 April 2014 and found that there were no privacy screens in shared bedrooms. People who occupied a shared room identified this as a concern, as it prevented them from having privacy and did not promote their dignity.

We made a compliance action in respect of this breach of regulation. The registered provider submitted an action plan that recorded room dividers would be purchased and in place by the end of July 2014.

At this inspection we checked some of the shared rooms at the home and saw that they had privacy screens in place. People were happy to show us their rooms and the new privacy screens. One person said that they did not use the

screen but told us that it was good to know it was available in case they needed it in the future. Another person told us that they liked having a screen in the room. They said they were using the screen and that they appreciated the privacy it provided.

The registered manager told us in the action plan submitted following the previous inspection that two people did not wish to have a screen in the room that they shared. This had been recorded in a risk assessment in respect of their privacy and dignity.

People had been 'matched' to share bedrooms with friends in a way that meant they had more independence. For example, a person who liked to spend the day in their room was sharing a room with someone else who liked to go out during the day. This meant that people's individual choices were met and that they had the opportunity to spend time alone in their rooms if they wished to do so.