

Care service inspection report

Full inspection

Inchmarlo Continuing Care Retirement Community - Housing Support Service Housing Support Service

Inchmarlo
Banchory

Service provided by: Skene Enterprises (Aberdeen) Limited

Service provider number: SP2003002326

Care service number: CS2009216658

Inspection Visit Type: Unannounced

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and set out improvements that must be made. We also investigate complaints about care services and 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.

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Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

We gave the service these grades

Quality of care and support	5	Very Good
Quality of staffing	6	Excellent
Quality of management and leadership	6	Excellent

What the service does well

The service continues to provide a high quality of care and support that is tailored to what each person needs in the Inchmarlo Retirement Community. People who used the service continued to express a high level of satisfaction with the service.

What the service could do better

The service continues to ensure people remain delighted with the service they receive. The staff and management should continue to strive to all be providing the best care and communication to service users and their families.

What the service has done since the last inspection

The staff have maintained a very high quality of care and support to people who live in the Inchmarlo Retirement Community. The manager has introduced quarterly meetings with the care management team to ensure service users are receiving the best package of care to suit their needs.

Conclusion

This service has demonstrated that it continues to provide a very high quality of care and support that people who live in Inchmarlo Retirement Community want. Management and staff are highly motivated to provide an excellent service.

1 About the service we inspected

Inchmarlo Retirement Community is situated on the western outskirts of Banchory. It is in extensive grounds with mature trees, wildlife and views over the surrounding countryside. The service is registered to provide a housing support and care at home service, which is limited to people staying on the estate. The housing support service is available to everybody in the community, with some people also receiving a care at home service.

At the time of the inspection, 19 people were receiving a care at home service.

Two community liaison co-ordinators provide the housing support service and two care assistants provide care at home.

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com.

Recommendations

A recommendation is a statement that sets out actions that a care service provider should take to improve or develop the quality of the service, but where failure to do so would not directly result in enforcement.

Recommendations are based on the National Care Standards, SSSC codes of practice and recognised good practice. These must also be outcomes-based and if the provider meets the recommendation this would improve outcomes for people receiving the service.

Requirements

A requirement is a statement which sets out what a care service must do to improve outcomes for people who use services and must be linked to a breach in the Public Services Reform (Scotland) Act 2010 (the "Act"), its regulations, or orders made under the Act, or a condition of registration. Requirements are enforceable in law.

We make requirements where (a) there is evidence of poor outcomes for people using the service or (b) there is the potential for poor outcomes which would affect people's health, safety or welfare.

Based on the findings of this inspection this service has been awarded the following grades:

Quality of care and support - Grade 5 - Very Good

Quality of staffing - Grade 6 - Excellent

Quality of management and leadership - Grade 6 - Excellent

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.careinspectorate.com or by calling us on 0345 600 9527 or visiting one of our offices.

2 How we inspected this service

The level of inspection we carried out

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

What we did during the inspection

We wrote this report following an unannounced inspection that took place over two days, 2 and 3 December 2015 at Inchmarlo Retirement Community by one inspector. Feedback was given to the managers and a nurse at the end of the inspection. We gave further telephone feedback on 17 December 2015.

In this inspection we gathered evidence from various sources, including the following:

We spoke with:

- one person who used the service
- the manager
- a depute manager
- the head of security
- members of staff, including:
 - one home carer
 - one liaison co-ordinator
 - care staff from the care home
 - trained nurses.

We also looked at the relevant sections of policies, procedures, records and other documents, including:

- accidents log and records
- incidents log and records
- complaint book
- medication administration records (MARs)
- nursing and care records

- communication books, board and diaries
- care plans and recordings
- review minutes
- audits, including accident, personal plans
- surveys and responses
- staff training matrix
- staff training records, including induction
- policies and procedures and staff guidelines
- consultation records
- cards and letters of appreciation
- maintenance system and records
- Care Standards Questionnaires (CSQs).

Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

Inspection Focus Areas (IFAs)

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at www.firescotland.gov.uk

The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic

Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

The service again provided an exceptionally detailed self assessment, which helped to inform the inspection through looking for evidence to verify the information provided. The service had identified many areas of strength as well as areas for development.

Taking the views of people using the care service into account

We sent 10 CSQs for random distribution and received back eight. Seven people 'strongly agreed' and one 'agreed' that, overall, they were happy with the care service provided. We spoke with one person who used the service who expressed a high level of satisfaction with the quality of care and support they were provided with. We examined documentation including reviews of care and surveys carried out by the management team which provided further information about people's views and opinions in regard to the quality of care provided. People were seen to express a continued high level of satisfaction with the service provided.

Comments from the person we spoke with, in CSQs and in the documents we examined included:

- "I have a very good service and have no complaints."
- "Very happy with the care and support."

- "Pleased with everybody. All very pleasant. All very nice and helpful."
- "I don't think it can be improved! The occasions that I have called the reception/house they have visited and dealt with my concerns."
- "I am more than happy with the service and 'potential service'. I feel confident that if or when I need more help it would be delivered very well."
- "Sometimes it would be nice if staff had more time. They have a lot of people to look after. Never felt the need to complain."
- "Sometimes a bit rushed; I understand that staff have a timetable to work to."
- "I can't imagine a better place to live."
- "The carers are very good."
- "I think it is an excellent service."

Taking carers' views into account

Carers include family, friends, advocates and visiting professionals. They do not include staff.

We did not speak to any relatives or carers during this inspection.

3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 5 - Very Good

Statement 1

“We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.”

Service Strengths

The service ensured service users, their representatives and carers participate in assessing and improving the quality of the care and support provided by the service to an excellent standard.

We determined this because:

- A participation strategy was in place and its use was promoted. Everyone who intended to buy a house in the community completed a health self assessment and then met with the manager who provided introductory information and discussed support needs with them. Planning requirements stipulated that people who moved in had to be able to live independently and the intention was to provide a seamless service on-site, which would meet people's needs through to end of life. Following this initial meeting a care plan was developed.
- Where people needed additional support this was assessed by the management team and a care plan put in place for care at home. Examination of plans evidenced that service users and their families were very closely involved in the care planning process and were consulted throughout.

- Care plans were reviewed with the people who used the service and/or their families every three months and as part of that process they completed a questionnaire which sought their views on their care and the staffing. These views were recorded in the minutes of the meeting. The manager has recently started meeting quarterly with care management to ensure the care packages service users have still meet their needs.
- The management advertised a drop-in day once a month, where people using the service or their relatives could come and discuss their care with her.
- An updated complaints procedure was accessible. A suggestion box was in place at the entrance to Inchmarlo House.
- Regular meetings for people residing on the estate were held. People had an opportunity to express their views on the service. People had access to staff at all levels and also to the company directors and owner. The manager had been appointed as a director of the company. The owner and directors visited the service regularly.
- The residents on the estate also produced their own newsletter. A large notice board at the entrance to the community advertised a variety of information.
- The service continued to make extensive use of surveys to seek views and opinions from people who use the service. We examined completed examples of these and they evidenced that people expressed a high level of satisfaction with the service provided. We saw that a general summary of the views of people from the surveys had been developed and shared with them.

Areas for improvement

The service should continue to maintain these excellent standards to ensure service users and their representatives and carers participate in assessing and improving the quality of the care and support provided by the service.

Grade

6 - Excellent

Number of requirements - 0

Number of recommendations - 0

Statement 4

“We use a range of communication methods to ensure we meet the needs of service users.”

Service Strengths

There was a very good range of communication methods to ensure the service met the needs of service users.

We saw:

- Each service user had a care plan which gave good detail about the type of support and care a person needed. This included a section on communication needs of the person.
- Regular reviews of care were held.
- The manger has introduced meeting quarterly with the care management team to ensure service users were receiving the appropriate levels of care.
- Staff make proper use of diaries and communication books.
- Staff have had some training in areas such as dementia. Staff have also had first aid training. Some staff had undertaken Scottish Vocational Qualifications (SVQs) and one had commenced this training.
- Multi-disciplinary working continued, with good links with the GP practice and community health team. Input was available from a community psychiatric nurse (CPN) and epilepsy link nurses.
- The staff continued to have access to the nursing staff from the care home. A depute manager kept an overview of the service and offered support with

health needs. The nurses also visited people in their own homes, where the care at home staff or the people using the service requested it.

- There were two community liaison workers who support and liaise with homeowners and their families.
- Service users can have contact with the security staff who carry out frequent checks of the estate over a 24-hour period.
- Support continued to be provided by a small team of regular staff, who had the opportunity to get to know people and their needs well. The whole service was characterised by its flexibility and its ability to adapt as people's needs changed. Regular carers from the home were also used to cover staff absence, such as holidays.
- An emergency call system is built-in to every house in the retirement community which is linked directly to the care home so an immediate response can be made.
- Service users were given introductory packs.
- Regular meetings for homeowners are held. An independent advocate is linked with the service who the manager told us would act as advocate for homeowners, if required.
- A monthly diary of events is distributed to all homeowners.
- The manager distributes a 'keeping in touch' note to disseminate information.

Areas for improvement

These very good standards should continue to be maintained and developed.

One of the depute managers was overseeing the housing support and care at home service, monitoring staff practice and ensuring service users' needs were being met.

Staff told us that sometimes communications with families could be improved. This was mainly at times when families made plans with the person using the service to take them out at the time when care had been planned. Staff told us sometimes they would not be made aware of the plans. This meant staff would sometimes turn up not knowing the person had gone out for the day and time was spent locating the service user and making other arrangements.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 6 - Excellent

Statement 2

"We are confident that our staff have been recruited, and inducted, in a safe and robust manner to protect service users and staff."

Service Strengths

There was excellent evidence that staff had been recruited and inducted in a safe and robust manner to protect service users and staff.

We observed practice, examined recruitment documentation and spoke with staff to gather evidence about this statement. Examination of recently employed staff recruitment files demonstrated that staff were employed following proper procedures and checks, including:

- Checking references, one of which was from the staff member's most recent employer.
- Checks were made to ensure staff belonged to the Protection of Vulnerable Groups (PVG) Scheme register before commencing employment.
- All care staff were appropriately registered or applying to register with professional bodies, such as the Scottish Social Services Council (SSSC) as required by the SSSC for social care workers or the Nursing and Midwifery Council (NMC) for trained nurses.
- Staff were initially employed on a probationary period which they had to progress through before being kept on as permanent staff.

Whenever possible, service users would informally meet prospective candidates and provide an opinion to the manager about the candidates they met. Service

users and relatives had developed questions to be asked at interviews and desired responses. The manager or staff undertaking the interview kept interview notes and assessment information. Where staff had considerable distances to travel, Skype interviews were undertaken. This helped the manager to determine the English language abilities of staff.

Staff told us and we saw from records that staff were given an induction to the service users and the service which included time to observe the practice of other staff. Training plans and schedules were in place for staff to learn about topics relevant to residents' needs. Staff told us they had good induction and training opportunities. Staff received individual support and supervision sessions with the management team.

Areas for improvement

The management should continue to maintain and develop these excellent standards to ensure staff are recruited and inducted in a safe and robust manner in order to protect service users.

The manager was aware of the need to continue to carry out checks to ensure staff are properly registered with the regulatory bodies, such as the SSSC and the NMC.

Grade

6 - Excellent

Number of requirements - 0

Number of recommendations - 0

Statement 3

"We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice."

Service Strengths

We found that staff continued to be trained and motivated to an excellent standard.

As we have found at previous inspections, staff had a very strong sense of pride in providing a high quality of care to residents. We saw that the strong ethos of teamworking was in place. Staff told us and we saw from records that all new staff were given at least a few days on a supernumerary basis, shadowing a senior care assistant and being advised of the standards expected. Staff told us support and supervision was in place for them. We saw appraisals for staff was planned on a schedule.

Comments from staff included:

- "I am a new employee but I always can ask for help from my line manager, nurse and other care assistants or senior care assistants. I had three days training and I also took part in practical training like moving and handling."
- "I really like working here. My job has given me lots of new skills and helped me with my confidence and improved the skills I had. I get lots of support from those that I work with and get help when I need it from the nurses, receptionist and manager."
- "I love it here."
- "We get very involved in everything going on. There is good teamworking. We have very regular staff meetings. I always have a chance to have my say. Families are very involved here."
- "I absolutely love it here. It was such a good move to come here. It's a great team with some really good carers. We get good handovers and have access to plenty resources. I love working here."

Training provided to staff continued to be an appropriate mixture of in-house and external training, with use of resources such as DVDs and computer-based training. The manager showed us that the home had registered with an online training provider the week of our inspection visit. Staff were very motivated by this new training and a number had accessed the courses. One staff member was keen to point out that they did not just want to pass the exam at the end; they wanted to learn how to improve their skills. They were able to demonstrate

their new knowledge about their role and responsibilities in relation to Adult Support and Protection (ASP). Employees with relevant qualifications provided training in fire safety and moving and assisting and acted as continence advisers. Some staff and heads of departments had undertaken external first aid training.

We saw that staff meetings continued to be regularly held. A wide range of topics were discussed which staff could add to. The nurses told us they regularly held short clinical development sessions with staff groups.

Opportunities continued to be available for staff to achieve a recognised qualification by undertaking a Scottish Vocational Qualification (SVQ).

Comments about staff can be found in the section 'Taking the views of people using the service into account'.

Areas for improvement

The service should continue to maintain the excellent standards of staff being trained and motivated.

One home care staff member had commenced SVQ level 3 training in the month prior to this inspection.

Grade

6 - Excellent

Number of requirements - 0

Number of recommendations - 0

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 6 - Excellent

Statement 2

“We involve our workforce in determining the direction and future objectives of the service.”

Service Strengths

There was evidence to demonstrate that the service involved the workforce to an excellent standard in determining the direction and future objectives of the service.

Since our last inspection, the manager had been appointed to the board of directors and was a stakeholder in the company. The manager continued to attend the monthly directors meetings as she had done prior to being appointed as a director.

We saw evidence of very positive, motivated staff from our observations. Staff from the service had daily access to the management team.

The main method of communication in the service between staff other than direct discussions was the use of the communication books, diaries and care notes. We observed staff to communicate very well with each other, between all grades of staff. Most information that needed to be noted about residents was recorded in different parts of their care plans which staff had access to.

We saw on both days of our visit that discussion took place between the nurses and staff about the allocations of duties and work that needed to be done. We saw that carers were able to have their say about the work.

We saw that the staff notice boards in the treatment rooms were well maintained. They had current information for staff to refer to. Folders with best practice information were on display in the treatment rooms.

We saw and heard nurses and senior staff explaining care routines to the care staff so they were given good detailed information about residents' care needs. We saw that training provided was an appropriate mixture of in-house and external training. Opportunities were available for staff to achieve a recognised qualification by undertaking an SVQ.

As noted previously, staff had support and supervision sessions as well as appraisals. Staff had access to the minutes of the various meetings held at Inchmarlo House. Staff told us they felt very involved in all aspects of the care service. Staff surveys were undertaken with generalised results shared.

Areas for improvement

The service should continue to maintain and develop these excellent standards.

We discussed with the manager Step into Leadership resources available through the SSSC to support workforce development.

Grade

6 - Excellent

Number of requirements - 0

Number of recommendations - 0

Statement 4

"We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide"

Service Strengths

There was evidence that the service continued to have excellent quality assurance processes in place, involving service users, carers, staff, and stakeholders.

We saw that the quality assurance systems were well embedded. The system focused on formal surveys seeking views from stakeholders, service users, staff and relatives who were all offered the opportunity and encouraged to complete surveys on a regular basis.

There continued to be regular opportunities for people who used the service to meet people at all levels within the organisation, both formally and informally, including the owner, the manager and the depute managers. The community liaison workers continued to attempt to meet with every homeowner at least twice a year to gain their views about the service being provided. They were seen to be very visible in the community by walking around it. This also meant that people had the opportunity to stop and speak with the community liaison workers on an ad hoc basis.

The comprehensive recording system for health and safety was in place and was reviewed regularly. A monthly management report summarising activity was provided for the directors and owner. The owner visited regularly on an informal basis to spend time with the residents. As noted in the previous statement, the manager of the service had been appointed as a director of the company which allowed her more input at a strategic level.

Regular environmental audits had identified the improvements to the estate.

We saw that information about how to complain was on display and easily accessed. A comments book was on display along with lots of other information for service users to refer to. Notice boards were well organised and people could easily access minutes of meetings and other information on display at the entrance.

Service users and staff expressed a high regard for the manager and the management of the service. We saw praise for staff being used effectively by the manager during our inspection. Comments made in Quality Theme 3 - Statement 3 about staffing is also relevant to this statement.

Areas for improvement

These excellent standards should be maintained. The manager told us that in 2016 she was going to introduce a quality audit team consisting of some residents, relatives, staff, and management.

A minor change was needed to the accident reporting form which still referred to the previous regulatory body as this may confuse people completing the form.

Grade

6 - Excellent

Number of requirements - 0

Number of recommendations - 0

4 What the service has done to meet any requirements we made at our last inspection

Previous requirements

There are no outstanding requirements.

5 What the service has done to meet any recommendations we made at our last inspection

Previous recommendations

There are no outstanding recommendations.

6 Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

7 Enforcements

We have taken no enforcement action against this care service since the last inspection.

8 Additional Information

There is no additional information.

9 Inspection and grading history

Date	Type	Gradings
11 Feb 2015	Unannounced	Care and support 5 - Very Good Environment Not Assessed Staffing 6 - Excellent Management and Leadership 6 - Excellent
27 Mar 2014	Unannounced	Care and support 5 - Very Good

		Environment Staffing Management and Leadership	Not Assessed 5 - Very Good 6 - Excellent
2 Nov 2012	Unannounced	Care and support Environment Staffing Management and Leadership	5 - Very Good Not Assessed 5 - Very Good 5 - Very Good
20 Jan 2011	Announced	Care and support Environment Staffing Management and Leadership	5 - Very Good Not Assessed 5 - Very Good 5 - Very Good

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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.