Allied Healthcare (Aberdeen)
Housing Support Service

6 Crown Terrace
Aberdeen
AB11 6HE

Telephone: 01224 213812

Type of inspection: Unannounced
Inspection completed on: 7 July 2016

Service provided by:
Nestor Primecare Services Ltd trading as Allied Healthcare

Care service number:
CS2013319806

Service provider number:
SP2013012053
About the service

We carried out an unannounced inspection commencing on 4 July 2016. At the inspection we spoke with seven service users, four carers and 10 members of staff.

The service is registered to provide a housing support care at home service. It is based in the centre of Aberdeen and covers both Aberdeen and parts of Aberdeenshire.

The service aims to provide a flexible service to a range of service users with various needs.

What people told us

Service users and carers spoke positively about the service they had received. They indicated that the service had become more reliable and would involve them in reviews and planning of care.

Comments included:

- “They are reliable”.
- “Any issues I have raised have been dealt with efficiently”.
- “The staff are well-trained, they know what they are doing”.

Self assessment

The self assessment had been completed prior to the inspection.

From this inspection we graded this service as:

- **Quality of care and support**: 5 - Very Good
- **Quality of staffing**: 5 - Very Good
- **Quality of management and leadership**: not assessed

What the service does well

The service was carrying out reviews of the care that they were providing. Service users and their families were involved in these reviews.

The service had ensured that for the most part, a small group of staff would provide care to service users. Service users and their families had been given clear contact information for the service and paperwork describing what the service had to offer.

Staff were clear as to their role and were aware of the needs of the service users they were supporting. If other health or social care professionals were involved in the care package, then their involvement and contact details were recorded.

Each service user had a care plan within their home and plans and risk assessments reflected the current needs of service users.
Staff had a range of training opportunities which were provided by experienced staff from within the organisation. The training that was available was tailored to the needs of the service users. A training plan was in place and training had been recorded for each member of staff. In discussions with staff they came across as motivated and keen to provide a high quality of care to service users.

**What the service could do better**

While most of the reviews were up-to-date, this was not always the case. The service should ensure that reviews are being completed within the appropriate timescales. *(See recommendation 1).*

**Requirements**

**Number of requirements:** 0

**Recommendations**

**Number of recommendations:** 1

1. The provider to ensure that all reviews are completed at least on a six monthly timescale.

National Care Standards Care at Home - Standard 3: Your personal plan.

**Complaints**

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

**Inspection and grading history**

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