

## 31 Two Mile Cross Care Home Service

Kaimhill  
Aberdeen  
AB10 7DL

Telephone: 01224 208428

Type of inspection: Unannounced  
Inspection completed on: 30 August 2017

**Service provided by:**  
Archway (Respite Care & Housing) Ltd

**Service provider number:**  
SP2003000018

**Care service number:**  
CS2003000245

## About the service

31 Two Mile Cross is registered to provide respite care to a maximum of six adults or children with learning difficulties. Adults and children were not supported in the service at the same time.

The service is situated in a residential area on the outskirts of Aberdeen city centre. The home is a six bedded purpose-built unit with a communal lounge/dining area/kitchen. The service also has a multi-sensory area and enclosed sensory garden to the rear of the property. The service aims to create a network of care, which supports the individual and the family, values their uniqueness, upholds their rights and respects their dignity.

## What people told us

We spoke with one service user during our inspection some comments included:

- "I make my own breakfast and drinks".
- "After school and homework we do an activity that I choose, last night we went to the Duthie park. It's so much fun here".

Families told us:

- "I love the staff and they will always try their best to accommodate holiday request and cancellations. It is the only good thing that my child has in their life at the moment and I feel at peace when she goes there".
- "The unit manager is amazing and very dedicated, I often wonder if she goes home, she is 100% committed to the service, she goes to every review and calls when my child has spells in hospital. I just love it".

We received five questionnaires from service users and families prior to the inspection. 100% indicated that they had enough say in writing their personal care plan. 100% of service users felt listened to. 100% said they were overall very happy with the service provided. We have also included comments made on questionnaires we sent prior to the inspection.

Some comments included:

- "I have been consulted and I am kept up-to-date by the unit".
- "Management and staff are professional and caring and part of our 'team'".
- "When I visit two mile cross we are asked what we would like to do while we are there. We all discuss what food we would like to eat as well".
- "I visit every six weeks for the weekend and I enjoy meeting friends I have made at two mile cross. I always feel safe and staff make me feel welcome".
- "I attend reviews and staff are always interested in what I have been doing between visits".
- "My support plan helps my carers to know what I like and what upsets me so they know how to support me".

- "All of the staff are really kind and helpful. They always ensure that I enjoy myself and arrange outings for us. I find that all staff are easy to talk to and listen to me if I feel sad. They give me respect and privacy".

## Self assessment

Prior to the inspection we did not ask the provider to submit a self assessment. Instead we focused on the provider's service development plan, that they had in place and were using as a working document.

## From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	5 - Very Good

## What the service does well

We found this service was performing to an excellent standard. We were pleased to see that the service continued to build on the previous very good standards of care and support. We saw the service had sourced and attended specialist training in order for them to provide person-centred care to a high standard. We found the service to be performing to a very good standard with regards to management and leadership.

Observations of staff practice, demonstrated that they knew the service users very well and families felt that the support they provided was excellent. Families told us that the staff team were proactive and were continually reflecting on their practice to see areas where they could improve. Staff were aware of how people communicated and how to interpret their likes and dislikes where need be; staff took time to make sure that they understood the supported people. This provided consistency of care. We saw that the approach that they had taking while delivering care enabled people staying at the service to become independent and age or disability was irrelevant. We saw evidence of people learning valuable life skills. We saw an example of practical support provided to one family to develop a care package to meet the needs of an individual. The manager promptly sourced specific specialist training and equipment for all staff, which meant that it was now safe for the person to have respite for the first time.

Families told us:

- "To be 100% honest it is the only place that has provided my child with continuity with regards to their care. They keep in contact with you at all times, if an incident or accident occurs they call you right away and explain fully what happened. They then reflect on the situation and write a document on how to reduce the risk of this happening again, what more could you ask for?".

The service had developed a full and inclusive way of working together in order to meet the health and wellbeing needs of respite users. The service worked closely with the health and social care partnership and other service providers to ensure a consistency in the care provided. Families told us that the manager attends all reviews out with the service to ensure everyone who has input into their lives is providing care with consistency to ensure care is delivered to a high standard.

The service completed initial visits to assess needs and start the care planning process and explain details about

the service on offer. Prior to every admission to the service, the staff complete pre visit telephone calls/mini reviews, in order to obtain the most up-to-date information regarding people's care. Ensuring that the care and support provided was appropriate for each person at the time of visit.

The service has a group of families and friends known as the 'Arch-angels', who help to plan and organise events and fundraise to help services develop. The organisation is parent -led, with most of the directors being parents of people who were or had used the service. We saw evidence of specialist multi-sensory equipment being purchased as a result of the funding that had taken place.

Support plans were reviewed at least every six months or more often if needed using the key working system in place. Outcomes were detailed in support plans with input from the service users and people who knew them best in order to ensure the respite stay was enjoyable. We observed a person confidently being observed to make a snack. The support had a reablement approach that allowed the development of life skills. We observed confident people in a relaxed environment.

The service was proactive and followed the Care Inspectorate's best practice guidance 'care about physical activity programme'. There were detailed activity plans in place for each respite user. This allowed people the opportunity to participate in meaningful activities. There was a schedule of community based activities planned out for people to choose if they wished. Activities were person-centred and based around the needs of the users who were in respite care. There was no limit on activities provided. We saw evidence of the users who had recently gone to places like Blair Drummond safari park.

There was clear evidence that the staff and management consistently and proactively promoted resident and carer involvement. The organisation had a very good quality assurance process. The service used a specific performance outcomes quality evaluation system to monitor all aspects of service provision. We saw evidence of certain staff having responsibility for the monitoring of different areas of work. We looked at some of the records kept which included an action plan that contained comprehensive guidance for the service. There was a very good robust development plan in place that showed clear direction for the service; to continue to develop the quality of the service provided.

The management had an excellent overview of the service. The management very much led by example. The management team who were hands on coached and supported staff to deliver excellent care to users. We saw that staff were very motivated and told us that they enjoyed working at this service. Staff said that the support that they were given from their manager and all training they received enabled them to support people to a high standard.

Overall, we found that the outcomes for service users were excellent; all supported people were treated as individuals and treated with respect. People spoke positively about the support they had received and the quality of the support provided by staff.

## What the service could do better

The manager had an excellent development plan in place. This provided a good overview of the service. The staff and management were very proactive and we saw a number of issues dealt with promptly before they became a problem. There were identified areas for improvement, these were already being worked on and had clearly been evidenced. It was anticipated that the progress of the development plan will continue to provide great outcomes for people.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

## 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).

## Inspection and grading history

Date	Type	Gradings	
7 Sep 2016	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
15 Sep 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
20 Nov 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
21 Nov 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
21 Nov 2012	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good

Date	Type	Gradings	
		Staffing	5 - Very good
		Management and leadership	5 - Very good
21 Oct 2011	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
25 Nov 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
1 Jun 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
8 Feb 2010	Unannounced	Care and support	Not assessed
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	4 - Good
1 Oct 2009	Announced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	4 - Good
17 Mar 2009	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	5 - Very good
21 Nov 2008	Announced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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