

12 Eden Drive Care Home Service

Peterhead
AB42 2AU

Telephone: 01779 475017

Type of inspection: Unannounced
Inspection completed on: 20 September 2017

Service provided by:
Inspire (Partnership Through Life) Ltd

Service provider number:
SP2003000031

Care service number:
CS2003000316

About the service

The service is a detached home, situated in a quiet residential area of Peterhead, Aberdeenshire, and is registered to provide support for four adults with a learning disability.

The service provider is Inspire (Partnership Through Life) Ltd, which provides a range of support services for people with learning disabilities. Inspire aims to enable empowerment of individuals and to encourage potential to build independent lives for people with learning disabilities in the North of Scotland.

Inspire's mission is to help create a more inclusive and integrated community by enabling empowerment, promoting equality and encouraging potential to build independent lives.

The service has been registered since 1 April 2002.

What people told us

We spoke with the four people who lived in this service. People were generally very happy and they got on well with their staff. Two people told us they were unhappy with how shabby the exterior of their home looked. Staff had helped people raise their concerns with the Chief Executive of Inspire (Partnership through life). The Chief Executive then visited the house and wrote to the council to try and get the maintenance done. We were pleased the organisation had done this. However, the standard of the building had been a concern for several years. We speak about this in the main body of the report.

Self assessment

The Care Inspectorate has not asked providers to complete a self-assessment during 2017/18.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	3 - Adequate
Quality of staffing	not assessed
Quality of management and leadership	not assessed

What the service does well

Staff did a very good job of meeting people's needs. People were very satisfied with the support they got. Staff knew people well and provided the support they needed to live a healthy and fulfilled life.

The service was very good at using the daily chores of the house to provide opportunities for people to improve or maintain their skills. People were proud of the part they played in keeping their home comfortable and clean. This enhanced their self-esteem. Self-esteem plays an important part in everyone's emotional health.

The service was very good at carrying out six-monthly reviews of people's support. Staff completed detailed reports prior to the review. These summarised the events, successes and challenges of the preceding six months. The supported people were involved in their reviews, as were their relatives and guardians, where

applicable. Reviews are a very important way of listening to people and making sure the support staff provide, meets their needs and wishes. The service had done this very well. For example, one person had recently achieved an ambition to travel independently by plane. They had identified this ambition at a previous review. Staff planning, risk assessing and communication with family members helped achieve this goal.

The service was efficient in managing people's medication. This meant people got the medication they needed at the right time and in the manner they preferred. For instance, one person preferred not to have their medication given to them in their room. The manager had a very good overview of medication and addressed any practice issues with staff when necessary. The service was very good at working with other professionals to improve people's quality of life. In one instance this had resulted in the service having a third member of staff on duty at times. This enabled people to have more individualised time in and out of the service.

The manager was supporting staff to understand people's behaviour as a form of communication. To do this staff were improving their recording skills. Good observational recording means staff will have better information to improve their understanding of the people they support.

What the service could do better

Although there were many positive aspects about the environment people lived in, we have concerns that have led us to grade Quality of environment as adequate.

The people who used this service did not like the look of their house from the outside. One felt it made their home stand out from their neighbours, embarrassing them and making them unhappy. A lot of the window frames looked rotten on the outside. We were worried that the windows were unsafe. In some places portions of the frame had gone completely. The provider and the landlord (Aberdeenshire Council) had been negotiating about who was responsible for replacing/repairing the windows for over four years. We spent some weeks communicating with the service and the landlord to support a satisfactory outcome for the people who used this service. That is why the last day of inspection is 20 September 2017. The landlord has agreed to carry out the necessary replacement or repair to the windows and to address the other maintenance issues. No date had been set for this work. However, the landlord stated they would ensure the windows were safe and watertight before the weather became colder. The provider must monitor the progress of the repairs and carry out any necessary re-decoration as soon as practicable. See requirement 1.

We found some issues about the inside of the house, though we can understand there is little point in decorating some areas that would then need re-decorating once the external work was concluded. There were some areas though that the staff could address, for example-the rusty toilet roll holder in the downstairs bathroom, stains on one person's carpet. The manager took a note of all the areas we found that needed improvement. There were also a few notices and reminders on the walls that detracted from the friendly and warm atmosphere in the house. We asked the manager to consider if these notices were necessary.

We gave the manager guidance on how to risk assess the hospital style bed that one person used. This should have been in place and we were surprised that the provider's own quality assurance visits did not highlight this issue.

Requirements

Number of requirements: 1

1. The provider must ensure the premises are of sound construction and kept in a good state of repair externally and internally and are decorated and maintained to a standard appropriate for the care service.

The provider must:

- a) Liaise with the landlord to ensure there is a schedule describing when the maintenance and replacements will be done.
- b) Liaise with the landlord/contractors to ensure works are carried out in keeping with the schedule.
- c) Instigate a rolling maintenance cycle to maintain the property, for example regular painting of the window frames.

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 210/2011) - Regulation 10(2)(b)(d).

Timescale for completion: substantial progress should have been made by 7 December 2017.

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.

Inspection and grading history

Date	Type	Gradings	
23 Sep 2016	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
22 Sep 2015	Unannounced	Care and support	5 - Very good
		Environment	4 - Good

Date	Type	Gradings	
		Staffing	5 - Very good
		Management and leadership	5 - Very good
29 Sep 2014	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	4 - Good
7 Nov 2013	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
8 Nov 2012	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	4 - Good
19 Jan 2012	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
20 Oct 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
13 Apr 2010	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
25 Nov 2009	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	5 - Very good
10 Jul 2009	Announced	Care and support	4 - Good
		Environment	4 - Good

Date	Type	Gradings	
		Staffing	4 - Good
		Management and leadership	4 - Good
10 Mar 2009	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate
10 Sep 2008	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate

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