

33 & 35 Duncan Crescent Care Home Service

Peterhead
Peterhead
AB42 1QX

Telephone: 01779 478998

Type of inspection: Unannounced
Inspection completed on: 27 September 2017

Service provided by:
Inspire (Partnership Through Life) Ltd

Service provider number:
SP2003000031

Care service number:
CS2003000328

About the service

Duncan Crescent is a detached house, within a quiet residential area of Peterhead and is close to local amenities and transport links. The home comprises four single bedrooms without ensuite facilities. There are three communal bathrooms, a sitting room, dining room and kitchen. Accommodation is provided over two levels. The manager also manages another Inspire home and does not work full-time at Duncan Crescent.

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 within the next five years is to have helped to create a more inclusive and integrated community by enabling empowerment, promoting equality and encouraging potential to build independent lives.

This service has been registered since 2002. At the time of the inspection four people were using this service.

What people told us

We spoke with all the people who lived in this service. People were generally happy and they got on well with staff. One person told us they were unhappy that their home had not had necessary repairs and maintenance carried out. 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.

People were very proud of their recent party to celebrate 25 years since the service opened.

Self assessment

We did not ask the provider to complete a self-assessment this year.

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

This service provided very good support to people. They were especially good at responding to people as unique individuals, with their own likes, dislikes, and preferences.

Staff were skilled at communicating. This meant people got numerous opportunities to voice their opinion and influence their support. For instance, staff recognised one person's body language told them when they needed a chance to talk through their worries. Staff supported one person to voice their disagreement with some health

guidelines. Staff spoke of their pride in the person "sticking to their guns". Eventually an acceptable agreement was reached with the health team. Staff continued to encourage him to keep as safe as possible, whilst accepting his right to choose how he lived his life.

The service was very good at involving people in the six-monthly reviews of their support. Staff involved people in producing reports prior to the review. These summarised people's successes and challenges of the preceding six months. Reviews are a very important way of listening to people and making sure the support staff provide, meets their needs and wishes.

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 chose what role they wanted to play. For example, one person would stack the dishwasher, another liked to update their noticeboard. In addition to these regular chores people were also involved in decorating and maintaining their home. One person had painted the outdoor handrails and steps. Another had grown some vegetables. 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 efficiently managed people's medication. This meant people got the medication they needed, at the right time, and in the manner, they preferred or needed. Staff successfully supported people to overcome any difficulties they had with their medication. For instance, one person could not swallow some of their tablets. The service had communicated well with the GP and the pharmacy and together they made alternative arrangements.

What the service could do better

Although there were many positive aspects about the service's building and gardens, we had concerns that have led us to grade quality of environment as adequate. This is because the building needed repairing in places. This was having a detrimental effect on one person's mental health. They were worried and anxious that it would never be resolved. Some examples of the repairs that were necessary included:

- Several of the windows did not close properly.
- There was considerable damp in one person's bedroom.
- There were visible cracks in the external walls.
- The guttering was broken in places and blocked in others by grass.

The provider and the landlord (Aberdeenshire Council) had been negotiating about who was responsible for carrying out these repairs for over four years. 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 to us 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.)**

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 2011/210) - 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	
16 Sep 2016	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
21 Sep 2015	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
29 Sep 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good

Date	Type	Gradings	
		Staffing	5 - Very good
		Management and leadership	5 - Very good
9 Oct 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
2 Nov 2012	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	4 - Good
27 Jan 2012	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
11 Nov 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
5 May 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
25 Nov 2009	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
9 Jul 2009	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
15 Jan 2009	Unannounced	Care and support	3 - Adequate
		Environment	Not assessed

Date	Type	Gradings	
		Staffing	Management and leadership
		Not assessed	Not assessed
21 Aug 2008	Announced	Care and support Environment Staffing Management and leadership	3 - Adequate 4 - Good 4 - Good 4 - Good

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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