

40 Ellon Road Care Home Service

Bridge of Don
Aberdeen
AB23 8BX

Telephone: 01224 703273

Type of inspection: Unannounced
Inspection completed on: 2 October 2017

Service provided by:
Penumbra

Service provider number:
SP2003002595

Care service number:
CS2003000176

About the service

The service is owned and managed by Penumbra. This service operates from a detached bungalow within a residential area of Aberdeen, and is close to local amenities and transport links. There are six bedrooms; all of which are single rooms. There are communal sitting and dining rooms.

The service supports service users for a short period of respite. It offers various activities and themed weeks.

What people told us

People spoke with expressed a high degree of satisfaction with the service. Comments included:

- "I enjoy coming here".
- "It's a break".
- "The staff are very good".
- "It's a chance to relax".

Self assessment

No self-assessment was requested from the service.

From this inspection we graded this service as:

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

What the service does well

The service provides a short stay respite service for people mostly from Aberdeen and Aberdeenshire, however will also have visitors from other areas.

The service offers various activities to people who come for respite. This can include shopping trips and various activities and visits including theme weeks. Within the service there is a pamper room which is popular with some of the service users.

The organisation works to a recovery model and some of the service users may come from other Penumbra services. If that is the case it is possible for staff to access records from other services and work with that information and feed into the recovery process.

The I.ROC (Individual Recovery Outcomes Counter) tool is available both for Penumbra users and those who do not come from other Penumbra services. The service is to be commended in the way it has worked with this model and adapted it for this service when people wish to use it.

Due to the short-term nature of the service there was an emphasis on gathering views on the service. Feedback forms were completed and these were available at the time of the inspection. Service users expressed a high degree of satisfaction with the service being provided.

There was also a users forum which would meet. The manager would try and ensure that a cross-section of service users were able to attend this meeting. Service users were asked for their views and asked to make suggestions as to how the service could be improved.

Staff spoke positively about their role at the service and the level of support they received. Supervision was available and staff confirmed they had supervision on a regular basis.

The organisation has a wide variety of training available to staff, some of which is mandatory. Staff advised that they thought the training available was of high quality and they were encouraged to highlight training opportunities.

The service continues to perform to a high standard. They offer an important service to people for a short period of time and there is a high rate of return visits from service users.

What the service could do better

The service could better demonstrate the positive outcomes for people using the service. It is acknowledged that this is a short stay service and people coming to the service will have various outcomes in mind when they arrive. By clearly establishing these outcomes staff would be better able to work toward them in the short period of time they have with service users.

In discussions with staff while they spoke positively about the training that was available, it was felt that some training in autism would be useful to better support the people coming to live there.

The service should also ensure that staff fully understand the recovery model of working and importance of being aware of the procedure should there be any adult protection concerns. **(See recommendation 1.)**

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. That the provider ensures that staff are aware of their responsibilities in relation to adult protection.

National Care Standards Care Homes for people with mental health problems. Standard 5: Management and staffing arrangements.

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	
10 Oct 2016	Unannounced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	6 - Excellent
		Management and leadership	Not assessed
3 Nov 2015	Unannounced	Care and support	6 - Excellent
		Environment	6 - Excellent
		Staffing	6 - Excellent
		Management and leadership	6 - Excellent
9 Oct 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
14 Oct 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
1 Aug 2012	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	6 - Excellent
6 Dec 2010	Unannounced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
2 Sep 2010	Announced	Care and support	5 - Very good

Date	Type	Gradings	
		Environment Staffing Management and leadership	Not assessed 5 - Very good Not assessed
8 Mar 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
11 Aug 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good 4 - Good 4 - Good
25 Feb 2009	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good 4 - Good 4 - Good
21 May 2008	Announced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good

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