

## Annesley House Care Home Care Home Service

Annesley Grove  
Torphins  
Banchory  
AB41 4HL

Telephone: 01339 882297

Type of inspection: Unannounced  
Inspection completed on: 23 August 2017

**Service provided by:**  
Cubanhall Limited

**Service provider number:**  
SP2003002310

**Care service number:**  
CS2003010350

## About the service

Annesley House Care Home is registered to provide care to a maximum of 36 older people, of whom a maximum of two may be younger adults with physical impairment. There were 32 people resident in the home at the time of inspection.

The home is a traditional, detached building set in its own grounds in a quiet residential area of the rural village of Torphins, Aberdeenshire. The home is within walking distance of nearby shops and amenities. The home is located on the edge of the village of Torphins and is set in well maintained gardens with panoramic views over the countryside and hills.

The service aims to "provide residents with a comfortable and happy environment in which dignity, independence, privacy, and comfort are maintained".

This service has been registered since 1 April 2002.

## What people told us

During this inspection we spoke with 10 people who resided at Annesley House. We undertook a short observation for inspection (SOFI 2) to observe the interactions of staff with people who were unable to tell us about their experience of care. We sent 24 Care Standards Questionnaires (CSQs) to the service for random distribution for people who experienced care and their friends/relatives. We received 13 CSQs back. Comments from people and in questionnaires included:

- "Overall, I am happy with all aspects of my [family member's] care at Annesley."
- "All positive. Staff are very pleasant and helpful. Care home always clean and well kept."
- "My mother is well cared for and always look neat and tidy. As she is in bed most of the time, we are delighted that her room is very homely, light, and free from odour."
- "Lunch was lovely! Just as I am used to."
- "I am happy, safe, and comfortable. I like it here. The food is okay. The environment is lovely, bright room with a good view. There are activities. The owner sometimes comes and takes us out, mostly on a Tuesday."
- "I like it here, my room is nice and the staff are lovely."
- "I've been here a while. I like it here. Everyone is very nice."

We concluded that, overall, people were happy with the quality of care provided at Annesley House Care Home.

## Self assessment

We did not ask for a self assessment this year. We looked at the service's improvement plan. The manager was further developing the information to keep track of, and to show, accountability for improvements in the service.

## From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	not assessed
Quality of staffing	4 - Good
Quality of management and leadership	not assessed

## What the service does well

We assessed that the quality of care and support and the quality of staffing was good.

There was a good, homely feel to the home which was positively nurtured by staff. People's individuality and dignity was respected to a good standard. We saw some examples of good dementia care being provided, such as staff getting people's attention, not over stimulating people, and knowing and respecting people's choices. People were supported to have a very good dining experience. Meal times were at a relaxed pace with good choices available which were in keeping with people's likes.

Care planning to meet people's needs demonstrated a good flow between risk assessments, recording charts, and daily recordings to ensure people received consistent care from staff. Care plans were seen to be focussed on individual outcomes for people. Positive language was used to evaluate care provided. Very good wound management plans were in place and were properly reviewed. The staff aimed to be responsive to people's requests and needs. For example, following a request by a resident to vary the menu, the manager had arranged further staff training in 'Scottish Fayre'.

We saw, where appropriate, there was very good communications with people's families and the multi-disciplinary healthcare team (MDT). There was good MDT working. People were reviewed annually by the GP and dentist, for example. There was very good follow up to most accidents and incidents. The staff should ensure all care plans are reviewed and updated following all accidents and incidents.

Staff appeared to interact well together and with people who experienced care. We saw good communication between staff, aided by a number of daily handover sessions. Whilst the staff worked long hours, staff allocations to support people were changed in the afternoon which staff found "refreshed" them. The handyman clearly knew the systems in the home to keep people safe and the home well maintained. He tried to involve a resident in the home maintenance, where possible. This could be further developed.

We saw that there were safe recruitment and selection practices used in the service. Staff were provided with a very good range of training. Staff competencies were tested to ensure staff understood the training. Discussion with staff evidenced they had a good knowledge of good care for people and understood the training provided to them. Dementia training sessions were being delivered to staff. They were very centred around the individual needs of people in the home. This is good practice. Staff were clear about their roles and responsibilities in protecting people from harm. There were secure financial procedures in place with clear accountability.

## What the service could do better

We provided detailed feedback to the manager at the end of the inspection visit. Whilst there are areas for development these do not detract from the good standards of care and support and the good standards of staffing at Annesley House Care Home.

Care staff are required to be properly registered with a staff regulatory body. It is the staff's responsibility to do so. It is illegal to employ staff who are not properly registered. We found that there had been a lapse in some staff's registration with the regulatory body the Scottish Social Services Council (SSSC) as required due to non-payment of continuation fees. The manager took immediate action to ensure these staff members did not work in the home until properly registered and complied with these requirements. The manager should have systems in place to ensure staff remain properly registered. We will monitor staff's registration status at future inspections.

Discussion with staff and examination of the rotas evidenced that there had been some times over the summer when staffing levels had not met minimum levels. Staff reported that there had been no poor outcomes for people but we know that sometimes activities did not take place, for example. There is also a need to ensure there are enough staff to respond in emergency situations or unplanned events. The manager reassured us that she had assessed the staffing levels and considered them to be suitable for the occupancy at the time. She was also available to provide support. We will continue to monitor staffing levels at future inspections.

The home had activity staff and people took part in a variety of activities both in and out of the home. Since our last inspection a personal trainer had been employed on a weekly basis to conduct appropriate exercises for the residents. The manager reported that many of the residents enjoy taking part in the exercises. The manager should, however, review the activity provision to ensure people are involved in more day-to-day activity and physical activity and to ensure planned activities take place. This is because sometimes activities did not happen if the staff were busy with other things. Meaningful activity, including physical activity, should be part of everyone's daily life. We will follow this up at the next inspection.

There had been some new dementia-friendly signage put up in the home. This could be further improved by adding some directional signage to show where the toilets are, for example. Improved lighting in the entrance hallway and in some bedrooms would help to improve people's experience moving around the home and reduce some risks.

We saw that people were provided with drinks to help them maintain good hydration which is important for good health. The manager should consider how people can access drinks independently, such as by providing drinks dispensers and glasses in various communal areas.

## 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	
27 Sep 2016	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
18 Nov 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	4 - Good
9 Mar 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
18 Mar 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
22 Aug 2012	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
18 Aug 2011	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
13 Dec 2010	Unannounced	Care and support	5 - Very good

Date	Type	Gradings	
		Environment Staffing Management and leadership	Not assessed Not assessed Not assessed
1 Jul 2010	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed Not assessed 4 - Good
17 Mar 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
9 Jun 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good 4 - Good 4 - Good
20 Jan 2009	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good
12 Jun 2008	Announced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good

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