

Bon Accord Care - Clashieknowe Care Home Service

Scotstown Road
Aberdeen
AB22 8PZ

Telephone: 01224 821463

Type of inspection: Unannounced
Inspection completed on: 18 December 2017

Service provided by:
Bon Accord Care Limited

Service provider number:
SP2013012020

Care service number:
CS2014329149

About the service

The service is based in the Bridge of Don area of Aberdeen. It has been registered with the Care Inspectorate since August 2015.

The service will provide a respite care service for up to 20 adults who are either being discharged from hospital requiring rehab before returning home or in need of respite care.

The service has independent flatlets that have limited cooking facilities, lounge area and en suite bathrooms. Some of the flats are specifically adapted for wheelchairs or people with significant mobility needs.

What people told us

Comments from service users were positive with regard to the service they were receiving.

"I've been very happy with my stay here."

"I feel this is a great place."

"I was assessed at hospital and then I came here."

Self assessment

No self-assessment was requested from this 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 is designed to support people over a short period of time and enable them to return to their own home or to assess for further supported accommodation.

In discussions with service users they expressed a high level of satisfaction with the service that was being provided at Clashieknowe.

Each person had an assessment completed along with a referral. The occupational therapist based at the service described the assessment process prior to someone being admitted to Clashieknowe. This could include an assessment being completed at a local NHS hospital. The occupational therapist advised on the importance of getting a full picture of the service users' needs prior to admission.

On admission service users had a further risk assessment completed along with care plans related to their particular needs. A short life story would also be completed depending on how much information the service users wished to share.

Any other professionals who were involved had also been recorded. A medical history and list of medication was available.

The service is provided in flats in a building that had previously been a sheltered housing complex. The management and staff were focussed on working to an enabling model to prepare service users to be as independent as possible.

It was possible to observe practice at the service. A range of activities were available for service users and service users were observed to be involved in this. Staff were also involved and were seen and heard to be encouraging service users to get involved.

All staff spoken with spoke positively about their role. Staff had a range of experiences including nursing. Staff advised that they felt supported in their roles and that the training available had met their needs. Comments from staff included:

"I am very supported here."

"We get good quality information before someone comes in."

"All the notes and records are complete and have all the information I need."

What the service could do better

While the service is designed to move people on after a short stay, it is not always possible to do this for a range of reasons beyond the control of the service. The service should ensure that if service users are going to be staying longer than 6 months, then a formal review should be completed. It is acknowledged that service users are being constantly reviewed, however this is not being formally recorded as a review. **(See recommendation 1.)**

The service should also consider the outcomes for service users and placing an emphasis on working toward outcomes and accurately recording this.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. That service users have a formal review completed and recorded at least on a 6 monthly basis.

National Care Standards Care Homes. Standard 6: Support 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	
1 Dec 2016	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.