

## Ellon Respite Services Care Home Service

8 Gordon Grove  
Ellon  
AB41 9AS

Telephone: 01358 729464

Type of inspection: Announced (short notice)  
Inspection completed on: 1 December 2017

**Service provided by:**  
Inspire (Partnership Through Life) Ltd

**Service provider number:**  
SP2003000031

**Care service number:**  
CS2003000320

## About the service

Ellon Respite Care Service (ERCS) is located in a quiet residential area near the Ellon town centre. Inspire (PTL) Ltd is a voluntary organisation who runs the service in conjunction with Aberdeenshire Council. This three-bedroom bungalow has wheelchair access and a communal sitting room, dining kitchen and shower/bathroom.

The service offers short-term respite care and annual holidays for a maximum of two adults or children with learning disabilities and associated physical disabilities. Children cannot be cared for at the same time as the adults. At the time of this inspection, no one was using the service but the service did have 14 people who received support at various times throughout the year.

The service has been registered since April 2002.

## What people told us

We sent five Care Standards Questionnaires (CSQs) to the service. We asked these to be given to anyone using the service or his or her carers to complete. Three CSQs were returned to us before the inspection.

Some comments included:

"The staff at Ellon respite are very supportive of xxx when he is attending respite and brilliant at catering for his needs."

"The staff at respite are good at trying for individuals to be more independent for themselves. xxx especially has become more independent and trying more things at home."

"My relative thoroughly enjoys going to respite. He has helped with tidying up the garden."

"I am very happy with the service."

"Support plans should be reviewed more."

"The core staff have been the same for a few years so has been good continuity for my son."

"Would like to know the ratio of staff: service users."

"At times, communication could be better and trying to get to speak to someone at the service can be difficult."

"There are reviews; we use a communication book on each visit to let staff know of any changes."

"Staff are extremely good and seem very happy. I have lots of fun with the staff."

We sent three staff questionnaires to the service and received all three prior to the inspection. We spoke to two staff during the inspection. We also asked the manager to email relief staff to let them know we were inspecting and two sent a response.

Some comments from staff included:

"We could do with more training around child protection and first aid."

"More focus should be directed towards a respite units more unique needs (in my opinion)."

"I enjoy working at respite because I enjoy supporting the children and doing activities such as art, swimming, going for walks or going to the cinema. Most of the staff are helpful and friendly."

"It is lovely to work at respite. The relaxed, less formal atmosphere makes working here a pleasure. I think it works at its best by being a home from home for the people we support and I always felt that users benefitted from the time being spent on holiday relaxed and fun."

## Self assessment

We did not request that providers (except Childminders) complete a self-assessment for the 2017/18 inspection year. Instead, we took the opportunity to discuss and assess the service's progress using their improvement or development plan as part of their internal quality assurance.

We were satisfied with the quality assurance processes and the actions identified for improving the service delivery. We also reviewed information we had received from the provider since our previous inspection.

## From this inspection we graded this service as:

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

## What the service does well

We thought the care, support and leadership was of a good quality. Families felt their loved ones were safe while at respite and valued this resource being available to them. People indicated they knew how to complain and said staff would act on any concerns they had.

Prior to admission (referral process) and during visits to the service, the manager and staff were good at working with parents and other professionals. Taking on board suggestions from feedback, the referral process was being evaluated for improvements.

The provider had recently developed 'My support plan lite'. This was for those services which provide shorter amounts of support and do not require some of the information other services might. The management felt this will be a positive change for staff and the way care plans are developed in future. It is hoped this will decrease staff administrative duties and allow for more time with respite users.

People using the service were encouraged to be as independent as possible, including being able to choose their room during their visits. We saw in care plans the preferred choice of room was noted so staff can ensure the correct equipment is available. Respite users likes and dislikes were noted and staff worked hard to ensure everyone's stay was of a good quality.

Depending on personal preferences, shopping for meals was done with respite clients during their stay, unless other arrangements were made ahead of time. This also provided the opportunity for participation in preparing meals while learning skills to be independent and safe.

The internal audits completed by the service advisors had flagged up areas that needed to be improved. The new manager had met with senior managers to develop an improvement plan for the service. This included where the service is now, what the strengths were and where they wanted to be in future. We were satisfied with this and felt the senior management would be proactive and supportive to the new manager.

## What the service could do better

The staff had tried hard to ensure reviews were taking place six-monthly. This was problematic in the respite service for several reasons, such as the short duration of the stay or staff not always being invited to reviews. Some respite users were in the service for a few days to a couple of weeks a year. During feedback, we discussed using the review logs differently for respite. The regional manager said this had been picked up on and changes were being made to the forms for better recording of reviews.

On some, but not all, of the questionnaires returned to us by staff, they indicated regular support or supervision meetings with management had not happened recently. We were unable to view any of the records during the inspection. At the time of feedback management were working on getting access to these files. **See recommendation 1.**

We looked at risk assessments and accident/incident reports during the inspection. We noticed some risk assessments were not consistently updated six-monthly. We also thought staff would benefit from guidance about accident and incident reporting and recording. We discussed this with the management team during feedback and pointed out the discrepancies we had found. **See recommendation 2.**

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 2

1. Management of the service should ensure staff receive regular supervision and support them to develop and improve through reflective practice.

When we made this recommendation we also took into account:

National Care Standards for Short Breaks and Respite Care – Standard 5: Management and Staffing Arrangements

Scottish Social Service Codes of Practice – Codes of Practice for employers number 2

Scottish Social Service Codes of Practice – Codes of Practice for workers number 6

2. Respite users should be able to feel safe and secure when using the service and be confident staff know their responsibilities and how to record when accidents or incidents occur. They can do this by:

- ensuring risk assessments are up dated no less than six-monthly or when needs change
- receiving training about understanding accident and incident recording and reporting.

When we made this recommendation we also took into account:

National Care Standards for Short Breaks and Respite Care - Standard 9: Feeling Safe and Secure and Standard 5: Management and Staffing Arrangements

Scottish Social Service Codes of Practice - Codes of Practice for employers number 4

Scottish Social Service Codes of Practice - Codes of Practice for workers number 3

Health and safety in care homes (2nd edition) 2014

## 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	
16 Nov 2016	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
30 Nov 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
5 Dec 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
15 Aug 2013	Unannounced	Care and support	5 - Very good

Date	Type	Gradings	
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
14 Jan 2013	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	4 - Good
23 Feb 2012	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
12 Jan 2011	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
11 Aug 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
23 Dec 2009	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	Not assessed
2 Jul 2009	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
31 Dec 2008	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	Not assessed
2 Jun 2008	Announced	Care and support	3 - Adequate

Date	Type	Gradings	
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

## 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](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto: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 ਵਿੱਚ 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.