

## One to One Care Limited Support Service

Newton of Thorneybank  
Rothienorman  
Inverurie  
AB51 8XU

Telephone: 07789728437

Type of inspection: Announced (short notice)  
Inspection completed on: 13 December 2017

**Service provided by:**  
One to One Care Limited

**Service provider number:**  
SP2004006668

**Care service number:**  
CS2004073332

## About the service

This service has been registered since 2004.

The service operates from an office base in Rothienorman, Aberdeenshire. The service is a small family run service which provides a flexible package of care to a small group of service users in the area.

## What people told us

Views were provided through comments from service users and their families. Some comments included:

"I speak with you every year, they are still as good as they have always been."

"I feel they are here for not just my son but for both of us."

"They do a lot; it's whatever he wants to do they will go and do it."

"All the information is here in the house and gets completed after every activity."

"Communication is very good and we get kept completely up-to-date."

## 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 staffing	5 – Very Good
Quality of management and leadership	not assessed

## What the service does well

This service is a small family run service. It operates with the registered manager and one member of staff. They provide highly personalised and flexible care to people with a range of complex issues where they require support. This can include support with personal care and promoting independence and activities.

Each service user had a risk assessment in place and care plans to cover the areas where they would require support. A record was made of each contact with service users and what had taken place on that contact.

Records examined had contact details for the service user and any other professionals who are involved in providing support. Each service user had a referral form in place. This had been followed up with service agreements and plans with regard to the support to be provided.

The manager updated on what the service has been doing since the last inspection. He advised that there has been an increase in supporting people with social interaction and activities rather than personal care.

In discussions with relatives of service users they spoke about the activities that the service would get involved in and how their family members benefitted from the flexibility of the approach.

In discussions with the manager and staff member they have a good knowledge of all the people they support. They also see themselves as advocates for the people they support and are prepared to offer guidance of sign post them to other services.

A training record was in place with dates of when training had taken place. The service did not consider there were any gaps in training and they would adjust training dependent on the needs of the service users.

There are no issues with staff recruitment as the service is happy with how it is currently operating and has no plans to expand.

## What the service could do better

The service should ensure that each service user has a review at least on a 6 monthly basis. While most service users did have a complete record there was one instance where the record was not complete. (See recommendation 1.)

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 1

1. That the provider ensures that reviews are carried out at recognised timescales and at least on a 6 monthly basis.

National Care Standards Care at Home. Standard 3: Your personal plan.

## 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
21 Dec 2016	Announced (short notice)	Care and support
		Environment
		Staffing
		5 - Very good
		Not assessed
		5 - Very good

Date	Type	Gradings	
		Management and leadership	Not assessed
26 Jan 2016	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
10 Feb 2015	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
23 Aug 2013	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
24 Dec 2012	Announced (short notice)	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
7 Feb 2012	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
13 May 2010	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
22 Jun 2009		Care and support	4 - Good
		Environment	Not assessed
		Staffing	2 - Weak
		Management and leadership	3 - Adequate

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Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

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

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