

Raeburn Nurse Community Care Housing Support Service

Ruby House
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Aberdeen
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Telephone: 01224 628700

Type of inspection: Announced (short notice)
Inspection completed on: 22 November 2017

Service provided by:
Raeburn Group Limited

Service provider number:
SP2003002339

Care service number:
CS2008191929

About the service

This service was registered on 9 April 2009.

Raeburn Nurse Community Care provides support for people in their own homes in Aberdeen City, Aberdeenshire and part of Perthshire. It provides a flexible service to service users with a range of complex needs.

What people told us

Service users and their families were spoken with by the inspector and a volunteer. Comments were mostly positive. Comments included:

- "I have a small team of carers, they know me and I know them."
- "My care has been reviewed recently."
- "Someone came out from the office to see how I was doing."
- "I feel confident with the carers who support me, they keep me independent in my own home."
- "I think the manager has been out to see me."
- "Standard of care is as good as any I have had."
- "I'm happy with the service, just wish they had more time."
- "Feel they could communicate better if they are running late."
- "Sometimes weekends can be problem if we don't get our usual carer."

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

The service gathers a range of information at the assessment stage and initial consultation. The letter that is sent out to service users when the service starts was noted to be very informative, informing the service user who would be calling and at what time.

An initial information leaflet was available. This provided information on what the service could provide and the background and experience of management and staff.

Service users were regularly being asked for their views. This would occur at reviews and check visits and also through a questionnaire. The questionnaire encouraged service users to make their views known on a range of issues. It was noted that the service would follow-up on any comments that had been made. This also applied to any complaints the service had received. An action plan would be put in place and a visit arranged to gather further information on any issues that had been raised. Any follow-up action was recorded.

Care plans had been completed following assessment. Each care plan was personalised and tailored to meet the needs of each service user. There was evidence of the plans being reviewed at appropriate intervals.

Risk assessments were in place. These covered both the person receiving care and the environment. This was to ensure that staff were aware of where they were going and any arrangements to access the property.

In one example it was noted that the family had written the care plan. This was detailed and outlined what care the family wished. This had been placed prominently within the records.

Management and staff provided information on the areas of support that people require. Staff spoke positively about the training they received and for the most part were happy with this.

In discussions with staff they came across as motivated to provide high quality of care. One member of staff spoke about the use of outside agencies to provide training and how she planned to involve service users families in some of this training.

The service had recruitment files in place and there was a record of references being checked and a process being followed prior to being offered a post.

Comments from staff included:

- "It's a brilliant job."
- "If I'm unsure I can phone and ask."
- "You can make a difference in this job, that's very important."

The service has developed since the last inspection. The manager has plans for further development at a manageable pace.

What the service could do better

The service does gather the views of service users and their families. They are aware of some issues regarding communication. It was noted that if any issues had been raised directly then the service would meet with service users and their families to resolve this.

In discussions with staff some of them highlighted that they would wish to do more training in dementia. The manager explained that plans were in place to further develop how training and contact with fellow workers could be improved.

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.

Inspection and grading history

Date	Type	Gradings
30 Nov 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
26 Nov 2015	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
25 Nov 2014	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
16 Dec 2013	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
26 Feb 2013	Announced (short notice)	Care and support 3 - Adequate Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
23 Dec 2010	Announced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership Not assessed

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