

Broomhill Park Housing Support Service

195 Broomhill Road
Aberdeen
AB10 7LN

Telephone: 01224 200188

Type of inspection: Unannounced
Inspection completed on: 8 December 2017

Service provided by:

Aberdeen Association of Social Service,
a company limited by guarantee,
trading as VSA

Service provider number:

SP2003000011

Care service number:

CS2013322577

About the service

Broomhill Park is a housing with support, care at home service in a residential area in the west of Aberdeen. It sits on a bus route and has easy access to the centre of Aberdeen. The complex is owned and run by Voluntary Services Aberdeen and is registered to provide housing support and care at home for adults.

There are 41 flats in the complex (37 single and four double occupancy) and at the time of inspection there were 34 tenants. Broomhill Park provides flexible packages of support with people being able to choose whether or not they have meals, laundry, shopping and cleaning included in the support that they receive.

The aim of Broomhill Park is to promote independence by working with service users, and where appropriate their friends and family, to provide them with services that meet their needs, without taking away their independence.

The service registered with the Care Inspectorate in February 2014.

What people told us

During this inspection we sent out 18 Care Standards Questionnaires to tenants, and received seven back. We sent out 12 Care Standards Questionnaires to members of staff and received three back. We also gathered views through face-to-face discussions with seven tenants and six members of staff.

Overall the tenants and relatives were very happy with Broomhill Park. Their comments included:

"I cannot speak too highly of this place and the comfort, friendship and care I receive. They ask my opinions and views on all aspects of my life and care."

"Dementia training would be helpful."

"Short staffed, staff cannot attend to my medical needs."

"Efficient staff, good at communicating."

"Excellent food, lots of choice."

"Enjoy the company, always set the tables nicely, I'm never lonely."

The members of staff all enjoyed working at Broomhill Park; staff comments included:

"One of the best employers I've had."

"It is a very well run establishment and very professional."

"The place is well organised, I'm enjoying working here."

Self assessment

Self-assessments were not requested from Broomhill Park prior to this inspection.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of staffing	not assessed
Quality of management and leadership	4 - Good

What the service does well

When we arrived for inspection we found welcoming friendly staff, happy to see us and with a good knowledge of tenants' requirements. Everyone that we spoke to was calm, positive and helpful.

During our time in Broomhill Park we saw for ourselves respectful and friendly relationships between staff and tenants. We feel this contributes to helping the tenants feel safe.

We spoke with one relief worker who had three years experience with the company. She knew the protocols and systems very well and had the same induction and support standards as permanent members of staff. Maintaining a dedicated relief pool and avoiding use of agency staff means tenants know their support workers and there is continuity of standards in the service.

We saw evidence in the files of a good induction for new staff (both permanent and relief). This ensures that workers are aware of policies and procedures and safe practice before they are working alone with tenants.

Broomhill Park had a well organised, prearranged work stream for support staff which was discussed at handover meetings between shifts. This ensured that workers know what they were doing each day and they were available for the tenants' in-house support and also for community trips, for example shopping.

Broomhill Park aimed to offer choice to tenants and one way they do that was by allowing them to choose which 'package' of care they wanted. This was in relation to meals and laundry as well as personal care. People could choose to pay for all meals to be eaten in the cafes (or not), of which there were two, giving the tenants a choice of where to eat. We visited one of the cafes and there was a good choice of food available and portion sizes were adequate. Staff were aware of special dietary requirements of tenants and ensured they had appropriate food on their plate. The laundry room was available for people to use themselves (or for their families to use on the person's behalf); there was also an option to pay for staff to do the laundry. This flexibility allowed tenants to be individual in designing their support package.

Broomhill Park aimed to support its tenants to maintain links with members of the public and the local community. This was evidenced by a volunteer coming in to take a craft group, by school and Scout groups visiting and by planned entertainment.

Members of staff had a specific role to take tenants into their community for things like shopping or appointments. This helped to maintain people's individuality and to not increase dependency.

We saw minutes of tenants' meetings that showed how they are involved in decision-making. We also saw the suggestions box which gave people another way to make their views known.

The fabric of the complex is well maintained. One example of this is that we witnessed that the lift went out-of-order in the morning but was repaired by the afternoon. We talked with a maintenance worker who was advising everyone in advance of the testing of emergency lighting, so that the tenants would not be scared or upset.

We went into an empty flat which was clean, with no odour and were advised that it would be redecorated prior to new tenants moving in. This attention to the building ensured people had a safe and pleasant area to live in.

We looked at records such as support plans, management of finances and medication and regular audits. Everything was clear, well organised and up to date.

What the service could do better

We discussed dementia friendly information and signage with the staff and we saw in the Kingsfund Assessment Tool that this had been noted as a point for development. We also saw evidence that this had been discussed with the tenants and some had said they didn't want it. Much of the public area in Broomhill Park looked the same, it was difficult to tell where in the circle of the corridors you were and where to find cafes, lifts and the door to courtyard.

Because some of the tenants had dementia we felt this topic should be reconsidered as an area for improvement. Signage which would be acceptable to people who have dementia and also to those who don't, could be sourced for further discussion.

We saw that there was an improvement plan in place which did not have specific targets, dates for reviews or achievements noted. This would be a more useful tool for managing ongoing improvements if these areas were introduced.

We saw photos of people who had a champion role but found it difficult to ascertain exactly how they were being used. This aspect could be further developed by a clear plan and purpose for the champions, to help them to develop the expertise within Broomhill Park.

The service should consider the format and display of their menus for meal times. We saw that the format of the menu was not user-friendly for all people and the optional choice was not actually as it was recorded. The menu board outside the café door did not match the choice of dishes available. The menu folder was kept in a wall mounted holder; it would be beneficial for each table to have a menu. These steps would support people with independence at meal times.

We saw that all staff completed some form of dementia awareness training as part of their induction and this should then be updated annually. We were pleased to see that relief staff received a full induction and that they have access to e learning. They do not necessarily attend tutor based training due to their work pattern and other commitments.

See recommendation 1.

We know that there is a thorough system in place in relation to medication administration training. Managers should monitor their system of ensuring staff competency, particularly where medication errors are made.

In relation to PRN (as required) medication; regular recording of the effect following administration would be best practice. **See recommendation 2.**

We read information in the tenants handbook and in public areas that was not completely up to date. This could be misleading for the tenants and families/friends. **See recommendation 3.**

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 3

1. Managers should ensure follow-up or refresher training is completed for all staff in core areas, to ensure knowledge and practice is maintained and updated.

National Care Standards Housing Support Services - Standard 3: Management and Staffing Arrangements

2. Managers should monitor their system to ensure staff competency, particularly where medication errors are made.

In relation to PRN (as required) medication; regular recording of the effect following administration would be best practice.

Refer to Aberdeen City Medication Management Guidelines

National Care Standards Housing Support Services - Standard 3: Management and Staffing Arrangements

3. The service should ensure accurate information is in the tenants handbook and on public display.

National Care Standards Housing Support Services - Standard 1: Informing and Deciding; Standard 2: Your Legal Rights and Standard 8: Expressing Your Views

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	
16 Dec 2016	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
20 Jan 2016	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
2 Feb 2015	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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