

## Rubislaw Park Care Home Care Home Service

Rubislaw Park Road  
Aberdeen  
AB15 8DA

Telephone: 01224 810030

Type of inspection: Unannounced  
Inspection completed on: 21 February 2018

**Service provided by:**  
Rubislaw Care LLP

**Service provider number:**  
SP2014012374

**Care service number:**  
CS2014332384

## About the service

Rubislaw Park Care Home is a purpose-built, two-storey building set in the west end of Aberdeen. It is owned and managed by Rubislaw Care LLP. The service is registered to care for up to 66 older people. The residents live in smaller units in the home which accommodate approximately 20 people in each unit. One unit is further divided into two smaller, 10 bedded units. Each small group setting has a range of living and dining space. There are secure outdoor/garden areas.

Rubislaw Park was significantly refurbished in 2015. An extension to increase bedroom numbers and living areas was due for imminent completion at the time of inspection.

Rubislaw Park states 'Our home is built on a foundation of respecting individuals' needs and wishes and on providing the flexibility for residents to make their own choices. The home offers a homely living environment that is ideal for older people with care needs, overseen by a skilled and friendly team experiences in a personalised approach'.

This service registered with the Care Inspectorate on 22 April 2015.

## What people told us

We asked the manager to distribute 20 of our Care Standard Questionnaires to people living at Rubislaw Park and their relatives.

Nine residents and eleven relatives returned these. Eighteen people strongly agreed and two agreed that they were overall happy with the quality of care provided by the home.

We spoke with residents and relatives during this inspection. All commented very positively on the quality of care and support they received and about the staff and management team working at the home.

Comments included:

'It is just wonderful here, very supportive staff'.

'My mum is very happy here, the staff are wonderful. She was in another home and this is so much better'.

'The staff listen to our views and take them on board. Nothing's too much trouble'.

'There is plenty to do. I enjoy the church service'.

'The minibus is well used. I get out at least every week in it, sometimes more often'.

'I appreciate very much that the staff will support mum to go to hospital appointments, that would be really difficult for me to get time off work'.

'They always keep us up-to-date'.

'The food, what can I say - 5 star. They deserved the award they got'.

'I like that my visitors are welcomed and can have a cuppa with me, or even a wee tippie'.

## Self assessment

We did not ask the service to submit a self-assessment prior to this inspection.

## From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	6 - Excellent

## What the service does well

The service was seen to be performing at an excellent level and was supporting people to achieve many positive outcomes.

People were encouraged to control their own care and support; they told us that they felt very well supported by their staff team, and that they felt included in deciding their care. The service were very pro-active in consulting people about their views of the service and planning their care.

We saw that care and support was personalised to the individual with person-centred and needs based assessment, detailed support planning and review taking place. This helped to ensure, wherever possible, the needs and wishes of the individual were met. This was supported by very good links established with external professionals.

Residents were offered healthy and appetising meal options and staff served meals at a relaxed pace empowering people to make informed choices. The catering team demonstrated a very good understanding of the specific needs of people in relation to diet. They had recently won a nutrition and eating well award at a national level.

People could enjoy private dining with family members either to celebrate special occasions or simply for a family meal.

Positive social interactions helped promote independence and included people having opportunities to be involved in day-to-day homely activities. This included assisting kitchen staff serving cups of tea, setting tables and cleaning their rooms.

We observed residents making choices throughout the day and being gently supported by staff. They were consulted about how they wished to be supported and to participate in preferred activities.

There were many opportunities to be out of the home, this included use of either the home's minibus or car. People benefited from either individual outings, including visits to shops/cafes, or in small groups to local attractions such as the theatre and beaches.

Some also enjoyed regular local walks supported by their staff. One person told us 'I just need to get out for a wee while each day, so I go for a local walk once or more a day with a staff member'.

Residents told us that they felt safe in the home. If they, or their relatives had any issues or concerns, they would be confident that these would be resolved satisfactorily.

There was a commitment from the management to work with staff to adopt good practices in order to improve the experiences of those living at Rubislaw Park.

An example of good practice included a monthly stress/distress management group to discuss how to best support people when stressed or distressed. This included the introduction of stress/distress one page profiles to guide staff and review of medications. Staff we spoke with were able to describe accurately how these benefited residents support.

We observed staff working skilfully with people when distressed to help reduce their anxieties.

The service had quality assurance systems and the management team demonstrated skill in the using these to help identify and make improvements when needed.

There was clear evidence that the staff and management consistently promoted resident and relative involvement. People told us that the service took appropriate actions in response to their views.

The service used a range of methods to seek their views including questionnaires, reviews and informal ongoing discussions. These showed positive feedback from residents, relatives and visiting professionals.

A detailed development plan, as a result of audit findings and peoples' views, had been implemented which had helped the team focus on continuous improvement.

We found that managers from different departments to be very 'hands on' and knowledgeable about the people in their care. Staff and departmental leaders had been with the service for some time and knew residents individually

Staff told us that the home manager, although relatively new to the service, had a positive influence on the service.

We were impressed by the level of commitment shown by staff and managers of the service and their enthusiasm for continuous improvement.

## What the service could do better

As identified above, the service had an improvement plan to help them focus on areas that need further development.

We asked the service to review safe storage of medication. This was in relation to the temperature of rooms.

The service agreed to support some staff with care recordings, this was to ensure that entries were clear and concise.

## 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](http://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
26 Jan 2016	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	4 - Good

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