

Ruthrieston House Care Home Service

199 Broomhill Road
Aberdeen
AB10 7LN

Telephone: 01224 313154

Type of inspection: Unannounced
Inspection completed on: 15 February 2018

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

Service provider number:
SP2003000011

Care service number:
CS2003000164

About the service

Ruthrieston House is registered to provide care to a maximum of 40 older people. The home is operated by Aberdeen Association of Social Service, a company limited by guarantee, trading as VSA (Voluntary Service Aberdeen).

The home is situated in a quiet cul-de-sac within a residential area to the south of the city. The home is close to local amenities and served by a regular bus service to the city centre. Accommodation is provided on three floors. All bedrooms are single with en-suite facilities. There are a variety of communal sitting and dining areas. There are facilities within the dining areas for service users and visitors to make their own refreshments.

The service states within its mission 'to provide the best care and support to enable our community to fulfil its potential'. Their aim is 'to strive for quality services which are sensitive to people's needs and enhance their quality of life'.

This service has been registered since April 2002.

The service employs a team of care, domestic and catering staff with varying degrees of skills, expertise and qualifications.

What people told us

We spoke to nine residents, who stay at Ruthrieston House. We also spent time observing staff practice in the home and how the staff interacted with residents, especially those who had limited communication. Residents indicated that overall they were very happy with the service they received. We saw residents and staff interacting in a warm, relaxed and friendly manner.

We also sent 20 questionnaires to residents, of which 15 were completed. Some were completed with the assistance of staff and/or relatives. All respondents, except one, indicated that they were very happy with the service received. We tried to look into why this one resident was unhappy in the home during the inspection.

We spoke to five relatives during our inspection. They all spoke very highly of the management, staff and the quality of care. The relatives praised the high standard of care provided by the staff. They felt that communication with the staff was very good and that the staff "were kind and caring". Relatives stated that they were made very welcome and comfortable visiting. All the relatives spoken with said they were happy to bring any concerns to the manager.

We also sent 20 questionnaires to relatives or friends of residents, of which eight were completed and returned to us. The relatives indicated that they were very happy with the service received. Relatives commented that "the staff were always lovely to mum, they make her smile on a daily basis" and "I am delighted that my granny is staying in such a lovely home".

The views of the residents and their families have greatly informed the findings of this inspection and are included throughout this report.

Self assessment

No self assessment was requested for this inspection year 2017/18.

From this inspection we graded this service as:

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

What the service does well

We assessed the service to be performing at a very good level. We were delighted to see that the service continued to build on the previous very good standards of care and support.

There was clear evidence that the staff and management consistently and proactively promoted resident and carer involvement. They used a wide range of methods and provided support and encouragement so that people could give their views and influence service development. We found that the service took action in response to these views and told people about the changes they planned. One of these changes made, as part of looking to improve the outcomes for residents with dementia, included replacing the crockery within the dining room to be more dementia friendly, whilst remaining homely and attractive.

We found that participation and choice remained fundamental to the care and support provided. Staff demonstrated a very positive understanding of the principles of participation/involvement. Residents continued to be central to how the service delivered care and support. This was clearly evident, not only in daily life, but also in planning for the future, Anticipatory Care. The staffs' knowledge and understanding of palliative care was exceptional. They showed kindness, compassion and understanding. Staff were very keen to ensure that their residents remained happy, comfortable and safe. Staff were considerate of the residents ability to have a good life but also 'good death'. They described many occasions where residents had smiled or acknowledged a friendly, familiar face. The staff worked very closely with other healthcare professionals, relatives as well as the residents to try to ensure their wishes are maintained. This included looking after the residents in the home rather than transferring to the hospital. One relative said "I wouldn't like mum to go to the hospital, unless she had to. No-one knows her there. She will be better cared for right here."

Residents expressed very high levels of satisfaction with all aspects of the service provided. We saw care and support that was full of compassion, warmth and fun. Groups of staff and residents' laughing and joking together, over a quiz. Residents told us they were treated with respect at all times. Staff also took time to listen to the residents and their families. There was a very positive ethos amongst staff of the residents' care, support, wellbeing and independence being very important. Staff also expressed a high level of job satisfaction.

There was a strong stable team of staff. It was clear that staff knew the residents very well. They were aware of how they like to spend their time and tried hard to ensure the residents remained as independent as possible within the home. Staff were able to discuss in detail, residents' abilities and how they were encouraging and supporting them to retain their life skills. Staff were also fully aware of the residents' families and the dynamics of each family. This had assisted in supporting and safeguarding the residents.

Examination of relevant documentation showed that the management and staff had an outcome focused approach to maintaining and improving the residents' wellbeing. Personal plans were extremely informative and person-centred. These plans were very real for each resident.

We found that the quality assurance processes and procedures continued to be an integral part of how the service operated. This has had a positive outcome on the way the service has continued to improve and develop the good practice demonstrated by staff. A variety of both formal and informal methods were used to seek feedback from residents and relevant others. Various staff from the organisation and from within the staff group had audited and reviewed the service throughout the year. Action plans had been developed and the outcomes feedback to the residents and staff. Any actions that had been identified by the service were addressed quickly. It was good practice that there were a variety of staff involved in any quality assurance process. All the suggestions we made throughout the inspection process were promptly addressed or appropriate steps taken to implement.

Staff have been involved in changing practices and procedures within the home. Staff demonstrated a pride at working at Ruthrieston House. Staff said they were 'delighted' when they received positive feedback.

One of the main fundamental factors within Ruthrieston House is that the manager and the leadership team had set the philosophy amongst staff regarding the culture within the home. We received a lot of feedback regarding the manager being highly visible. The manager was described as being "excellent" by relatives, residents and staff.

What the service could do better

We found that although the care, support and outcomes for the residents were very good, there were areas that could be amended to further improve the quality of life for the residents. These included the terminology/familiarity used occasionally by staff, this may be misinterpreted by some as disrespectful. Ensuring handover notes were not archived too quickly, as this could potentially have an impact on the quality of communication between staff.

Staff should be encouraged to write reflective accounts, of the training undertaken. This would mean that residents were being supported by staff who were meeting the professional requirements set by their regulatory body.

The management team should consider further developing and supporting senior staff to ensure that the service operates to the same high standards should the manager not be as visible.

Although we highlighted some areas in which the service could further improve, this did not distract from the many positive outcomes for the residents and the positive culture within the home of trying to improve the overall service provided.

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
21 Nov 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
12 Jan 2016	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
19 Jan 2015	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 5 - Very good Management and leadership 5 - Very good
28 Mar 2014	Unannounced	Care and support 5 - Very good Environment 6 - Excellent Staffing 5 - Very good Management and leadership 5 - Very good
16 Oct 2012	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 4 - Good
23 Nov 2010	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership Not assessed
15 Jul 2010	Announced	Care and support 5 - Very good

Date	Type	Gradings	
		Environment Staffing Management and leadership	Not assessed Not assessed 4 - Good
18 Feb 2010	Unannounced	Care and support Environment Staffing Management and leadership	Not assessed 4 - Good Not assessed 4 - Good
18 Aug 2009	Announced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 5 - Very good 4 - Good
10 Feb 2009	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 3 - Adequate
6 Oct 2008	Announced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 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

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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.