

## The Bungalow Care Home Service

Arduthie Street  
Stonehaven  
AB39 2EY

Telephone: 01569 762213

Type of inspection: Unannounced  
Inspection completed on: 16 February 2018

**Service provided by:**  
Church of Scotland Trading as  
Crossreach

**Service provider number:**  
SP2004005785

**Care service number:**  
CS2003000264

## About the service

The Bungalow is situated near the town centre of Stonehaven and provides a long-term care service for five adults with learning and physical disabilities. The service is provided by Crossreach and has been registered with the Care Inspectorate since April 2011.

The house is purpose-built with large individual bedrooms, adapted bath and shower rooms and a large communal lounge. It has a conservatory extension and a garden which includes decking and several summer houses, all differently equipped to provide alternative experiences.

The stated aim of The Bungalow is to "provide a long-term, quality residential service for adults where the growth of the whole person including emotional, spiritual, physical and intellectual needs are met through person centred planning". We saw evidence of this person centred approach during our visit in the records that we looked at and in interactions with all people.

## What people told us

We received two Care Standards Questionnaires back from service users and their families. One of these was completely positive. The other was positive about the care and also mentioned aspects such as poor communication even though they were visiting daily, and some ideas from the annual strategy meeting happening and others not coming to fruition

## Self assessment

No self-assessment was requested and therefore received from the service. Issues relating to quality assurance, acting on feedback from people using the service and the quality of the services improvement plan are considered below.

## 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

The quality of care and support was excellent. The outcomes experienced by people were of a very high quality.

One of the great things about living at The Bungalow was the opportunity to get involved in the local community. A lot of thought and effort went in to raising the positive profile of the service and the people who lived there. Taking part in events and enjoying local facilities was a source of happiness which made a significant contribution to people's wellbeing.

Ambitious fundraising brought the community and people living at The Bungalow together. Funds were used for innovative activities such as canoeing, orienteering and activity holidays which enabled people to enjoy new and exciting experiences.

Staff were motivated to address barriers which made it more difficult for people to make the most of life:

- When people found it difficult to access some local facilities the staff team lobbied the council to make improvements.
- Current fundraising initiatives were going to help PAMIS (Promoting a More Inclusive Society) buy a portable changing facility. This will mean people from The Bungalow will be able to attend events, such as concerts, which don't have changing facilities for people with a disability.

People were also supported to enjoy being at home. There was imaginative use of the garden and summer houses for activities such as sensory story-telling which enabled the person to experience a simple story through touch, sight, sound, smell. Another summer house had a water bed to promote more relaxation for one person who particularly benefited from this. Undertaking these activities outwith the house made them more special and allowed people's sense of anticipation to increase as they moved outside. The development of these areas, where people enjoyed one-to-one time dedicated to an activity designed for them, showed innovation and a commitment to utilising people's time meaningfully and in line with individual preferences.

Support plans and reviews were person-led. The innovative use of technology and photography ensured that people with limited ability to understand written and verbal communication were part of their own review:

- Support plans included photos showing people enjoying activities that were part of their support. The photos reminded people of the fun they had and promoted a positive and individualised picture for anyone reading the plan.
- PowerPoint presentations were used to help people understand their review and to make it easier for them to show pleasure or otherwise at what they saw.
- Skype was used to involve parents who were not in the country, which increased opportunities to get family views on the service and enabled all people to feel closer to one another by hearing their voices.

The quality of management and leadership was very good. There were major strengths. The management team had robust arrangements in place to make sure staff got the right training and were well supported. All of the feedback we received talked about the supportive managers and how good it felt to be part of the team. A worker said that there was never any blame and people talked about things. This open and trusting atmosphere encouraged constructive discussions. For example:

- A parent was invited to a staff meeting to discuss a care issue. The manager valued the parent's knowledge and experience and it was more meaningful for staff to hear directly from the parent.
- A variety of people connected with the service were invited to an annual planning session which meant their knowledge, skills and experience contributed to its development.

There was regular auditing which helped maintain high standards. Preparations had begun to implement forthcoming changes in Health and Social Care Standards which will encourage further improvement.

## What the service could do better

Some staff had completed the Professional Development Award in medication and two others were part way through it, which is good additional training. Based on this additional knowledge, The Bungalow were reviewing their system in relation to recording when prescribed creams were applied, to make sure they were using best practice guidelines.

We saw that adult protection training and refreshers were up to date. During discussion we realised that not all staff were clear in every aspect of the process. This was partly due to an emphasis in directing people to contact their managers and the safeguarding team. It was important that reports to the adult protection teams were made first hand. We recognised the need for managers in the service to know what was happening and to be available to offer support but emphasised that staff should be fully conversant with the adult protection legislation and guidelines in their area and to make sure that all incidents would be accurately reported. **See recommendation 1.**

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 1

1. While we felt that no one would be left at risk in relation to adult protection, the manager should review the content of the Crossreach training and policy, compare it with the adult protection procedure for Aberdeenshire and the Grampian Interagency Policy for Adult Protection to ensure they are maintaining best and efficient practice.

National Care Standards Care Homes for People with Learning Disabilities – Standard 5: Management and Staffing Arrangements

## 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
7 Feb 2017	Unannounced	Care and support Environment 6 - Excellent Not assessed

Date	Type	Gradings	
		Staffing Management and leadership	6 - Excellent Not assessed
16 Feb 2016	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent 6 - Excellent 6 - Excellent 6 - Excellent
20 Mar 2015	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent 6 - Excellent 6 - Excellent 6 - Excellent
31 Jan 2014	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
8 Nov 2012	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
17 Nov 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed Not assessed
28 Jul 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
22 Jan 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
9 Jul 2009	Announced	Care and support Environment	5 - Very good 5 - Very good

Date	Type	Gradings	
		Staffing Management and leadership	5 - Very good 5 - Very good
3 Feb 2009	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good
25 Sep 2008	Announced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good

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