

4 Rosemount Terrace Care Home Service

4 Rosemount Terrace
Aberdeen
AB25 2TG

Telephone: 01224 636713

Type of inspection:
Unannounced

Completed on:
30 May 2018

Service provided by:
Penumbra

Service provider number:
SP2003002595

Service no:
CS2003000175

About the service

The service is provided in a house close to the centre of Aberdeen and a range of community resources.

The service provides support to people to be as independent as possible while being available to provide support when required. The service works to established recovery models. The service is provided in a relaxed homely atmosphere.

What people told us

People spoken with spoke positively about living at 4 Rosemount terrace. Comments included:

'They have supported me through some difficult times.'

'I know they are there and I can rely on them.'

'I enjoy the activities we do. I've been on a day away and I am hoping to go on holiday soon.'

Self assessment

No self-assessment was requested from the service. They had a development plan in place.

From this inspection we graded this service as:

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

What the service does well

The service supports a small group of service users to live their lives as independently as possible. The service is provided in a homely and welcoming environment.

Each person being supported had notes and records in place. These indicated any other people who were working with them and also the people who were important to them.

Risk assessments were in place for each service user. In some cases the service user had completed these. There were examples of service users identifying their own risks and the best ways to reduce these risks.

I-Roc continues to be used within the service. This is a measurement tool to measure the recovery journey of people who use the service. I-roc is an opportunity for people being supported to reflect on their progress and what they may wish to change in their lives.

People being supported and staff would utilise the HOPE toolkit which had a quarterly summary which acted as another form of review.

It was noted that staff and people living at the service were relaxed with each other. Staff were heard to be supporting people and ensuring they were ready for whatever they had planned for the day.

The service and organisation are very proactive with regard to recovery work. They work at a speed that suits the person being supported and ensure that progress is identified.

One person being supported spoke about the recent supports they had. They were very positive about the staff at 4 Rosemount Terrace and the support they had provided during a difficult period.

The service had also been involved in the Branching out project. This had encouraged service users to visit areas of woodland and learn about what was going on. The manager felt that those involved had got a lot out of the project.

In discussions with staff they came across as knowledgeable, motivated and experienced. There was a settled staff team within the service and this was viewed as important in regards to the positive atmosphere within the house.

Staff had completed training in a range of areas. All staff spoke positively about the training they had received and the supports that were available within the service.

Staff meetings take place and at these meetings plans for further developments were being discussed.

Staff comments included

'We are very recovery focussed.'

'The motivational interviewing course was very good and I have used that.'

'I'm really enjoying it here, there is a nice atmosphere.'

What the service could do better

While the service is working to a high standard they should consider how they can better demonstrate the positive outcomes for people they support. This was discussed with the manager who was keen to further develop this area of their work.

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
1 Jun 2017	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent Management and leadership Not assessed
26 May 2016	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent Management and leadership Not assessed
29 May 2015	Unannounced	Care and support 6 - Excellent Environment 6 - Excellent Staffing 6 - Excellent Management and leadership 6 - Excellent
10 Jun 2014	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
5 Jul 2013	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
28 Dec 2012	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 4 - Good Management and leadership 5 - Very good
1 Nov 2011	Unannounced	Care and support 5 - Very good

Date	Type	Gradings	
		Environment Staffing Management and leadership	Not assessed Not assessed 5 - Very good
5 Oct 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed Not assessed
4 May 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
9 Oct 2009	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good Not assessed Not assessed
22 Apr 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 4 - Good
8 Jan 2009	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good Not assessed Not assessed
4 Aug 2008	Announced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 3 - Adequate

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