

## Auchtercrag Care Home Care Home Service

Commercial Road  
Ellon  
AB41 9BD

Telephone: 01358 720031

**Type of inspection:**

Unannounced

**Completed on:**

11 July 2018

**Service provided by:**

Daviot Care Limited

**Service provider number:**

SP2010010915

**Service no:**

CS2010249607

## About the service

The service is provided by Daviot Care Limited. Auchtercrag Care Home is a purpose-built two storey detached building situated in a residential area of Ellon. It provides a care service to a maximum of 63 older people, of whom 26 may have mental health problems. A separate GP wing, Auchmahoy, provides short-term nursing care and support for an additional maximum of eight adults.

The aim of the care home is to "provide the highest quality of care, delivered by friendly and professional, qualified staff to all our service users, to the highest and consistent standard. Care will be person-centred and meet individual needs within a superior, clean, comfortable and safe environment."

This service has been registered since October 2010.

## What people told us

We spoke to seven residents, who stay at Auchtercrag Care Home and one patient within the Auchmahoy unit. We also spent time observing staff practice in the home and how the staff interacted with residents. We received very good feedback regarding the care provided. They said staff were "just great". One resident said "I'm happy and contented here, just fine". We saw residents and staff interacting in a warm, relaxed and friendly manner. We did receive varying feedback about the food. However, in general the residents said it was "just fine". We looked into this as part of the inspection.

We also sent 15 questionnaires to residents, of which none were returned.

We spoke with or were contacted by three relatives or friends during our inspection. We received varying feedback. In general, all spoke very highly of the management 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. One relative raised a number of concerns that were not being addressed promptly by the management team. The management team were working closely with this relative to re-establish communication and trust.

We also sent 15 questionnaires to relatives or friends of residents, of which two were completed and returned to us. The relatives indicated that they were, in general, very happy with the service received. However, one relative felt that more attention should be paid to assisting residents maintain their personal appearance. We looked into these as part of the inspection.

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

## Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own, newly developed, improvement plan and quality assurance paperwork. These demonstrated their priorities for development and how they were monitoring the quality of the provision within the service.

## 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 aware that the quality of service had declined slightly in the early part of the year. This was identified promptly through the organisations quality assurance systems and action was taken to return the service to a very good standard. All areas for improvement discussed and highlighted at the last inspection have all been put into practice. These have enhanced or promoted improved outcomes for the residents.

The service and organisation should be well led. There had been a recent re-organisation within the management team. Staff said that there had been a great number of changes and these had been of benefit to the home and the residents. Staff were working closely with the management team to implement these changes. Staff morale and team building had improved. This had resulted in better outcomes for the residents.

Residents should experience care and support that is right for them. There was a compassionate team of staff. It was clear that the vast majority of staff knew the residents very well. However, this did vary slightly between the units. They were aware of how they like to spend their time and encouraged the residents to remain as independent as possible within the home. Staff were able to discuss in detail, residents abilities and how they were encouraging and supporting them. One resident spoke of how well the staff supported them to settle into the home. Staff were also aware of the residents' families and the dynamics of each family. This assisted in supporting and safeguarding the residents.

It is important that residents' needs are met by the right number of staff. Concerns had been raised regarding the lack of staff. The management team were formally reviewing the staffing levels and how staff were deployed within the home. This had assisted in ensuring that the appropriate staffing levels and deployment of staff was based on the residents' needs and dependencies. Systems were now in place to ensure staff could summon assistance and support promptly when required. This had resulted in staff feeling supported, better team working and improved staff morale.

Residents should have meals and snacks that meet their dietary needs and preferences. The vast majority of residents spoke highly of the meals and choices available. However, some concern had been highlighted regarding the number of residents who were losing weight. Nutrition had been a focus for the management team and staff over the past few months. Communication and staffs understanding of good nutrition and support had improved. This had resulted in residents' weights increasing. Staff told us of a resident who had put on over a stone in weight and was now mobilising independently. This resident's quality of life had significantly improved. Although some concerns remained, the management team and staff were addressing these.

It is important that residents experience warmth, kindness and compassion. This is achieved by people working together. We were told, in general, that communication between residents, relatives and staff has improved. Relatives spoke of being involved in the life of the home and being made to feel welcome. Staff also spoke of the systems that were in place to ensure information regarding changes in the residents care and support needs were passed on to other staff. This had assisted in improving the continuity of care for the residents.

Residents should benefit from a culture of continuous improvement. We found that the quality assurance processes and procedures continued to be an integral part of how the service operated. This had been used effectively to identify concerns regarding the quality of care and support promptly. Action plans had been

developed and the outcomes fed back to the residents and staff. The actions that had been identified by the service, including nutrition, staff practice, staff culture and cleanliness of the home were addressed quickly. A variety of both formal and informal methods were used to seek feedback from residents and relevant others.

Staff have been involved in changing practices and procedures within the home. Staff demonstrated a pride at working at Auchtercrag.

## What the service could do better

Residents' personal plans should be right for them. It should set out how their needs will be met, as well as their wishes and choices. We found that the care plans could be further developed to ensure they remained outcome focused. The use of 'Your day', is a specific focus on one resident each day, was in the process of being further developed to ensure the resident has a positive experience from the 'Your Day' concept. Some specific information, in relation to the management of the residents' care was not always reflected within the personal plans. This resulted in the many positive improvements and achievements in the residents' health, welfare and wellbeing not being fully evaluated.

The treatment or interventions that residents experience should be effective. If a resident needs medication this should be given in the best way suitable for the resident's needs. Residents were receiving their medication in accordance with the prescriber's instructions. However, action should be taken to ensure that topical medication is recorded in line with good practice.

It is important that there is stability in the care and support even if there are changes in the service or organisation. We are aware that the management team that was in place was only temporary and the organisation was recruiting for a new permanent manager. However, in the meantime the management team were driving standards and improvements forward.

## 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
16 Jun 2017	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing Not assessed Management and leadership Not assessed
23 May 2016	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership Not assessed
30 Jun 2015	Unannounced	Care and support 4 - Good Environment 5 - Very good Staffing 4 - Good Management and leadership 4 - Good
5 Mar 2015	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
20 Nov 2014	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 3 - Adequate
14 Mar 2014	Unannounced	Care and support 2 - Weak Environment 2 - Weak Staffing 2 - Weak Management and leadership 3 - Adequate
18 Jun 2013	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 5 - Very good
23 Jan 2013	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good

Date	Type	Gradings	
		Management and leadership	5 - Very good
17 Sep 2012	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
29 Feb 2012	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
20 Sep 2011	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
24 Nov 2010	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

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