

Blackwood Care - Raeden Court Care Home Care Home Service

16 Raeden Court
Midstocket Road
Aberdeen
AB15 5PF

Telephone: 01224 327405

Type of inspection:

Unannounced

Completed on:

6 July 2018

Service provided by:

Blackwood Homes and Care

Service provider number:

SP2003000176

Service no:

CS2003000232

About the service

Raeden Court is a care home, which is registered to provide a service to a maximum of 15 people, with physical disabilities. One of these places may be used for a respite service. In practice the respite service is rarely used, unless they are approached for help at a point where they have a vacancy.

The service is based in a residential area of Aberdeen and is near to a local bus service. The service provider is Blackwood Homes and Care. The service is located within a large complex of housing provided by Blackwood, this includes mainstream housing, adapted housing and support services, which means that people can receive ongoing support as their needs change. The service has been operating since 1985 and has been registered with the Care Inspectorate since the Care Inspectorate was formed in 2011.

Blackwood emphasises a customer focus, including referring to people who use their services as customers, and we have used that description in this report.

Blackwood states:

"Our four simple values of being open and honest, taking responsibility, having respect and understanding and keeping our promises ensures Blackwood employees meet all our customers' needs".

What people told us

In preparation for the inspection we sent Care Standards Questionnaires to the service to be distributed to people using the service. We received nine questionnaires prior to the inspection starting, and all either agreed or strongly agreed with the statement "Overall I am happy with the quality of care and support this service gives me".

People made comments such as

"Staff know my likes to enable me to be as independent as possible."

"I raised a concern about being left unattended for a short while, I was worried about my safety, and now I feel this has been resolved."

"Staff do their job very well and I feel they receive the correct training."

"They are very kind allowing me to go shopping, cinema and anything I wish to do."

"I have reviews which my Mum and Dad attend."

"I am happy here, my brother speaks for me usually."

"Overall I am happy with my care."

"I feel I would be listened to if I was to put my views across."

"I sometimes have to wait for staff to come to me when I buzz if they are busy with other clients."

"There is a lot of agency staff."

"They support me with my daily activities - I don't feel restricted."

"They always have time to care for me."

"When required staff always have enough time to see to my relative's needs, even when it is unplanned, they always make you feel as if they have time for you."

"My relative relies heavily on the staff to maintain some independence and the staff certainly go 'the extra mile' to help him."

Self assessment

We did not request a self assessment this year. We discussed and considered the service's own development plan as part of this inspection.

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

During the inspection we observed positive and responsive interactions between staff and customers/relatives. Clear information was available within support plans on the level of support required by individual customers. This was easily accessible and personalised, and clearly showed the involvement of customers and their relatives. Risks were clearly identified through the risk assessment process and actions put in place to minimise risk.

We could see that appropriate referrals had been made or facilitated to other associated health professionals. We could also see that these professionals were kept up to date with individual customers through attendance at reviews etc. Clear records were kept of reviews which were held at appropriate intervals and all customers and or their relatives that we spoke with during the inspection were able to describe their reviews and said they felt very involved in the development of their support plans.

The service was in the process of further developing and installing the 'CleverCogs' system - an interactive personalised system where customers can not only call for assistance from anywhere in the building but can also video call, download games films etc. The installation process was almost finished and the system appeared to have increased customer's feelings of independence. This system also allows the service to record and therefore monitor how quickly the calls are answered and their frequency.

We looked at medication processes and the service followed good practice in managing medication. Clear records were kept of medication administered. The chef was clearly knowledgeable and enthusiastic about providing good quality meals which the customers enjoyed. She was able to demonstrate good knowledge about alternative diets etc.

Quality assurance processes allowed the service to identify not only where the service was performing well, but also where actions were required to improve the service. Where this was the case responsible staff were identified along with planned timescales for improvement.

New staff had a planned induction period and one staff member spoke positively about their induction and the probation support provided at one, three and six months. Core training was monitored to ensure that all staff had completed this within appropriate timescales and additional, customer specific training was also provided.

Dependency tools in place identified support required by individual customers, and this resulted in additional staff as required.

What the service could do better

Although there was good detail in support plans, we felt that more reference to specific processes would help inform staff.

We saw records of contact details of Guardians and Power of Attorney and referred the service to the Mental Welfare Commission of Scotland checklist to allow the service to record delegated duties.

The service should continue to monitor staffing levels, particularly in relation to increasing permanent staff to reduce the use of agency staff. The service could however evidence consistent use of experienced agency staff.

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
4 May 2017	Unannounced	Care and support Environment 5 - Very good Not assessed

Date	Type	Gradings	
		Staffing	5 - Very good
		Management and leadership	Not assessed
6 May 2016	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
11 Jun 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
11 Jun 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	4 - Good
11 Jun 2013	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	4 - Good
8 Oct 2012	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	5 - Very good
13 Dec 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
18 Aug 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
4 Dec 2009	Unannounced	Care and support	Not assessed
		Environment	5 - Very good

Date	Type	Gradings	
		Staffing	Not assessed
		Management and leadership	5 - Very good
25 May 2009	Announced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
23 Jan 2009	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
1 Aug 2008		Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed

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.