

31 Two Mile Cross Care Home Service

Kaimhill
Aberdeen
AB10 7DL

Telephone: 01224 208428

Type of inspection:

Unannounced

Completed on:

1 August 2018

Service provided by:

Archway (Respite Care & Housing) Ltd

Service provider number:

SP2003000018

Service no:

CS2003000245

About the service

31 Two Mile Cross is registered to provide respite care to a maximum of six adults or children with learning difficulties. Adults and children were not supported in the service at the same time.

The service is situated in a residential area on the outskirts of Aberdeen city centre. The home is a six-bedded purpose-built unit with a communal lounge/dining area/kitchen. The service also has a multi-sensory area and enclosed sensory garden to the rear of the property. The service aims to create a network of care, which supports the individual and the family, values their uniqueness, upholds their rights and respects their dignity.

The service has been registered since 2002.

What people told us

Due to the complex nature of the residents' level of ability, it was not possible to gain verbal feedback from all the people who used the service. However, we spent some time in their company and found they seemed happy, often smiling and laughing in response to staff.

Relatives we spoke with as part of the inspection spoke very positively about the service, commenting that the service was excellent and worked very hard to meet the needs of the people who used the service. They made comments such as:

"The staff team are excellent, they try very hard to meet the needs of my relative and are very willing to be flexible and accommodate her needs."

"I feel I am kept up to date with anything that happens during a period of respite, and I have complete faith in the staff to do an excellent job while my relative is using the service."

"The service checks with me to make sure they know about any changes to my relative's care before they go into respite, and make changes to support plans accordingly."

"I would have no hesitation in recommending the service to anyone, the manager and her staff are professional and competent and do an excellent job, without which we would be lost!"

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 | 6 - Excellent |
| Quality of environment | not assessed |
| Quality of staffing | not assessed |
| Quality of management and leadership | 6 - Excellent |

What the service does well

The service was registered to provide respite care to both children and adults though not at the same time. We saw that activities were arranged according to the group using the service, and where one-to-one support was identified as required this was appropriately provided. This meant that the service provided was flexible and personalised, and met the needs of people who were supported. People could choose to have an active life and to participate in a range of recreational, social, creative, physical and learning activities every day, both indoors and outdoors, and people told us about some of the activities they enjoyed, such as going out for a pub lunch, going to the cinema, or going shopping.

People could be confident that their personal plan was right for them because it set out how their needs would be met along with their wishes and choices. We saw that people had very detailed support plans that described important information about their support. This level of detail helped staff to understand what was important for people to feel well, to feel safe and to feel happy. People who used this service needed staff to help them with their medication which was important for their health and wellbeing. We saw that medication administration records were well completed to reflect the medication that people had been prescribed and what had been administered. People could be confident that their health and social care needs were assessed and reviewed on a regular basis which ensured that they received the right support and care. Reviews were carried out and showed the involvement of not only service users and staff, but also relatives and any other relevant professionals. This meant that people felt they were involved in the care and support they received, and were aware of how staff supported them.

We could see that a range of other professionals were involved and that the service either made or facilitated referrals to other professionals for example speech and language therapy, occupational therapy, GP as required. Where professional advice was given we could see that this had been incorporated into care plans. This ensured that people were supported using appropriate guidance.

Where legal restrictions were in place the service acted accordingly, for example social work guardians confirmed they were consulted appropriately and we could see this was recorded in service users' files.

Staff confirmed that they felt well supported and received regular supervision and were able to attend team meetings. Training was available and staff said that it had helped them to support people who used the service appropriately. Records confirmed that training was up to date and relevant to the people supported by the service. This ensured that staff were appropriately trained to meet the needs of people who used the service. We could see that the supervision process was supportive and designed to encourage staff to meet key objectives and be involved in personal and professional development, for example taking responsibility for specific areas such as the introduction of Talking Mats.

The service had maintained high quality management processes, which encouraged excellent quality of staff performance. This included a regular monthly manager's report which included information on usage of the service, staff information such as recruitment and selection, sickness training etc. The provider carried out two internal audits per year. These processes resulted in the development of an improvement plan for the unit. This was regularly reviewed and showed that the service had identified objectives across the service, with a responsible person identified, and a proposed date for completion. The service encouraged personalised, innovative practice to ensure that the needs of people who used the service were met. There was clear involvement of service users and their families, which meant that the service continually strived to meet the needs of the families it supported.

The organisation is parent led, and has a strong commitment to the involvement of families in the development of services. Arch Angels were a group of families and friends whose aim was to fundraise and organise events for

people who use the service. We could see that this had positive outcomes for people who use the service, for example Archway had opened a charity shop in Aberdeen and one of the people we spoke to told us that they and their daughter volunteered there which had positive results.

What the service could do better

Risk assessment paperwork which we saw in files did not seem to be up to date. However on further discussion at the feedback meeting it transpired that this was because the risk assessment paperwork showed the original date that they had been signed and that there was a separate signing sheet used for all care plan paperwork and risk assessments which was signed during reviews.

In one file we looked at it was confirmed that a Guardianship was in order but we did not see a copy of the powers granted. A copy of these were put into the file after the inspection. We signposted the service to the Mental Welfare Commission for Scotland checklist.

The service should continue to monitor the quality of support provided through the processes which were in place.

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 |
|-------------|-------------|--|
| 30 Aug 2017 | Unannounced | Care and support Environment Staffing Management and leadership |
| | | 6 - Excellent Not assessed Not assessed 5 - Very good |
| 7 Sep 2016 | Unannounced | Care and support |
| | | 5 - Very good |

| Date | Type | Gradings | |
|-------------|-------------|---------------------------|---------------|
| | | Environment | Not assessed |
| | | Staffing | 5 - Very good |
| | | Management and leadership | Not assessed |
| 15 Sep 2015 | Unannounced | Care and support | 5 - Very good |
| | | Environment | 5 - Very good |
| | | Staffing | 5 - Very good |
| | | Management and leadership | 5 - Very good |
| 20 Nov 2014 | Unannounced | Care and support | 5 - Very good |
| | | Environment | 5 - Very good |
| | | Staffing | 5 - Very good |
| | | Management and leadership | 5 - Very good |
| 21 Nov 2013 | Unannounced | Care and support | 5 - Very good |
| | | Environment | 5 - Very good |
| | | Staffing | 5 - Very good |
| | | Management and leadership | 5 - Very good |
| 21 Nov 2012 | Unannounced | Care and support | 5 - Very good |
| | | Environment | 5 - Very good |
| | | Staffing | 5 - Very good |
| | | Management and leadership | 5 - Very good |
| 21 Oct 2011 | Unannounced | Care and support | 5 - Very good |
| | | Environment | Not assessed |
| | | Staffing | 5 - Very good |
| | | Management and leadership | Not assessed |
| 25 Nov 2010 | Unannounced | Care and support | 5 - Very good |
| | | Environment | Not assessed |
| | | Staffing | Not assessed |
| | | Management and leadership | Not assessed |
| 1 Jun 2010 | Announced | Care and support | 5 - Very good |
| | | Environment | Not assessed |
| | | Staffing | Not assessed |
| | | Management and leadership | 5 - Very good |
| 8 Feb 2010 | Unannounced | Care and support | Not assessed |

| Date | Type | Gradings | |
|-------------|-------------|---------------------------|---------------|
| | | Environment | 4 - Good |
| | | Staffing | Not assessed |
| | | Management and leadership | 4 - Good |
| 1 Oct 2009 | Announced | Care and support | 5 - Very good |
| | | Environment | 4 - Good |
| | | Staffing | 5 - Very good |
| | | Management and leadership | 4 - Good |
| 17 Mar 2009 | Unannounced | Care and support | 5 - Very good |
| | | Environment | 4 - Good |
| | | Staffing | 4 - Good |
| | | Management and leadership | 5 - Very good |
| 21 Nov 2008 | Announced | Care and support | 5 - Very good |
| | | Environment | 4 - Good |
| | | Staffing | 4 - Good |
| | | Management and leadership | 4 - Good |

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