

Annesley House Care Home Care Home Service

Annesley Grove
Torphins
Banchory
AB31 4HL

Telephone: 01339 882297

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Unannounced

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Service provided by:
Cubanhall Limited

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About the service

Annesley House Care Home is registered to provide care to a maximum of 36 older people, of whom a maximum of two may be younger adults with physical impairment.

The home is a traditional, detached building set in its own grounds in a quiet residential area of the rural village of Torphins, Aberdeenshire. The home is within walking distance of nearby shops and amenities on the edge of the village. It is set in well maintained gardens with views over the countryside and hills.

The service aims to "provide residents with a comfortable and happy environment in which dignity, independence, privacy, and comfort are maintained".

This service has been registered since 1 April 2002.

What people told us

During this inspection we spoke with eight people living at Annesley House. We undertook a short observation for inspection (SOFI 2) to observe interactions of staff with people who were unable to tell us about their experience of care. We sent 24 care standards questionnaires to the service for distribution to people using the service and their relatives. We received seven from relatives.

Comments from people and in questionnaires included:

- "I was anxious about my mum having to go into a home, but Annesley House has helped me by the very good care that my mum receives".
- "Staff and the manager have been very kind and helpful. She has settled in very well and is happy".
- "The care my relative receives is excellent. The home is a very caring, happy and comfortable place to be living in".
- "My relative cannot speak now, but the staff are very good at communicating with them".
- "The staff are caring and very friendly. Overall a very happy home".
- "There is a lack of interaction with staff to engage residents in activities other than those provided by external sources".
- "Just lack of privacy when talking to relative in dining area, can be overheard by staff at meal breaks".

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	4 - Good
How good is our leadership?	not assessed
How good is our staffing?	not assessed
How good is our setting?	not assessed
How well is our care and support planned?	4 - Good

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

4 - Good

We evaluated Annesley House Care Home as performing at a good level in relation to outcomes for people experiencing care.

People should be treated with compassion, dignity and respect. Residents we spoke with told us that they had good relationships with staff and that they were offered the right level of care and support to their needs.

We observed some kind and caring interactions between staff and residents. For example when supporting people to mobilise, staff were very reassuring and offered guidance.

Most staff were good at supporting and encouraging conversations and we observed some informal chat between some residents. However, there were some missed opportunities, such as at mealtimes, to involve people in discussions.

People should be supported to participate as part of their local community if they choose to. We heard that people had opportunities to be supported to have a good quality of life. For some this included getting out and about in their local community. One person attended a social group, others enjoyed local outings including visits to the local garden centre for coffee and cake.

Residents told us that they felt confident that if they needed health care support that staff would summon the relevant health professional.

People should be confident their medication is administered safely and their wellbeing promoted. Systems for managing medications were in place. We discussed the importance of ensuring that only staff administering

medication sign for these. Nurses were signing for topical medications that carers had applied. We found that hand written entries on medication charts did not always follow best practice guidance. The manager agreed to review these areas.

See area for improvement one.

We saw that people were weighed regularly and this helped the service to monitor their nutritional wellbeing, however, the service did not have facilities for people who could not use the sit on scales. The service should review how they will monitor people unable to use these.

See area for improvement two.

Areas for improvement

1. The provider should ensure that medication administration records are fully completed and signed by staff administering and completing medication records.

This is to ensure care and support is consistent with the Health and Social Care Standard which states that 'Any treatment or intervention that I experience is safe and effective'. (HSCS 1.24)

2. The provider should ensure that health assessments are carried out on a regular basis and that any changes to this are agreed with the relevant health professionals.

This is to ensure care and support is consistent with the Health and Social Care Standard which states that 'I am supported to make informed lifestyle choices affecting my health and wellbeing, and I am helped to use relevant screening and healthcare services'. (HSCS 1.28)

How good is our leadership?

This key question was not assessed.

How good is our staff team?

This key question was not assessed.

How good is our setting?

This key question was not assessed.

How well is our care and support planned?

4 - Good

We evaluated Annesley House care home as performing at a good level in relation to the delivery of key processes (assessment and care planning).

Staff described the steps taken to assess potential new residents prior to admission to ensure they were able to meet their needs. This included pre-admission assessment and on-going regular reviews.

Assessment and care planning should reflect people's needs and wishes, setting out how these will be met. We read a sample of care plans and associated documents. Overall, these provided essential information about their needs, however, would benefit from being reviewed.

Some provided a good range of guidance for staff about how the person wanted their care delivered whilst others were less descriptive. The manager agreed to support staff to ensure that plans were person-centred.

The care plan folders would benefit from being reviewed to ensure that information is presented in a clear and logical way for easy reference for staff using these to support people.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Detailed evaluations

How well do we support people's wellbeing?	4 - Good
1.1 People experience compassion, dignity and respect	4 - Good
1.2 People get the most out of life	4 - Good
1.3 People's health benefits from their care and support	4 - Good
How well is our care and support planned?	4 - Good
5.1 Assessment and care planning reflects people's planning needs and wishes	4 - Good

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