

153 Victoria Street Care Home Service

Dyce
Aberdeen
AB21 7BJ

Telephone: 01224 775232

Type of inspection:

Unannounced

Completed on:

26 October 2018

Service provided by:

Archway (Respite Care & Housing) Ltd

Service provider number:

SP2003000018

Service no:

CS2003000242

About the service

153 Victoria Street, Dyce is operated by Archway which is a local, parent-led charity. The service provides respite support for a maximum of six children or adults who may have a physical or learning disability, but not at the same time.

The service operates from single story purpose-built premises located in Dyce, which is on the edge of the city of Aberdeen. There are six bedrooms in addition to a range of communal spaces including games and sensory rooms. There is a secure garden with a variety of garden equipment which has been decorated and equipped with help from the parents support group and local charities.

"Archway 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 April 2002.

What people told us

During the inspection we spoke with people who used the service and their parents, both in person and by telephone. They all spoke highly of the service and said that they felt the service provided valuable support. They made comments such as:

"I am confident that the staff know exactly how to support my relative and that they would take appropriate action if they had any concerns."

"I can't speak highly enough of the service, the manager and her staff provide really good quality support and I'm not sure what we would do without the service."

"I really enjoy coming here."

"I like the staff. I can go out for tea if I want to."

"I feel fully involved in the support provided for my relative and wouldn't hesitate to discuss any issues with the staff and manager."

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 spent some time with people who used the service and it was clear that they had good relationships with staff and that staff were responsive to their needs. Records showed that a range of other professionals were involved and that the service either made or facilitated referrals to other professionals as required. Where professional advice was given we could see that this had been incorporated into support plans.

Staffing levels met current staffing notice, with the use of additional staff as required. Where additional staff were required this was generally from the pool of staff or dedicated relief staff which meant that service users had a consistent support team in place.

Support plans appeared to give appropriate guidance to staff to support service users, including managing specific health or behaviour issues. Medication was checked on admission, and we could see that the service had protocols in place to ensure that as required medication was given appropriately. Reviews were carried out and evidenced the involvement of not only service users and staff, but also relatives and any other relevant professionals. Parents and carers spoke positively about the telephone call they received immediately prior to a respite stay which meant that people felt they were involved in the care and support they received, and were aware of how staff supported them.

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. Carers spoke positively about the staff in the service and said they had every confidence in their ability to appropriately support their relative.

The service maintained a database of training completed, this included mandatory training plus additional service user specific training and this showed that training was kept up to date. 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.

There were a range of processes in place to ensure that the service was managed appropriately. The provider carried out two internal audits per year, and we could see that actions, responsible persons and timescales were identified.

These processes resulted in the development of a development plan for the unit. This was regularly reviewed and showed that the service had identified objectives across the service, with responsible person identified, and proposed date for completion. There was a clear involvement of service users and their families.

The organisation is parent led, and has a strong commitment to the involvement of families in the development of services. 'Friends of Dyce' meetings were held as and when required, usually relating to fund raising or activities planned such as Halloween party or Christmas Fair.

What the service could do better

In some files it was difficult to see for example that risk assessments or information on Guardianships had been completed, although this information was there. In some files we looked at it was confirmed that a Guardianship was in order but we did not see a copy of the powers granted. We signposted the service to the Mental Welfare Commission for Scotland checklist and specifically to the delegated powers section. Some files would benefit from general updating, especially where circumstances or processes had changed.

The service should continue to monitor the quality of support provide through the processes which were in place, bring together the various actions in one improvement plan.

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
31 Jan 2018	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership Not assessed
6 Feb 2017	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership Not assessed
8 Feb 2016	Unannounced	Care and support 4 - Good Environment 5 - Very good Staffing 4 - Good Management and leadership 4 - Good
31 Mar 2015	Announced (short notice)	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good

Date	Type	Gradings	
		Management and leadership	4 - Good
31 Mar 2014	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	4 - Good
12 Nov 2012	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
27 Jun 2012	Unannounced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	4 - Good
		Management and leadership	3 - Adequate
21 Feb 2012	Unannounced	Care and support	4 - Good
		Environment	2 - Weak
		Staffing	4 - Good
		Management and leadership	2 - Weak
15 Jun 2011	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate
13 Dec 2010	Unannounced	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
20 Apr 2010	Announced	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
17 Mar 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good

Date	Type	Gradings	
		Management and leadership	Not assessed
24 Jul 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 4 - Good 4 - Good
27 Feb 2009	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 4 - Good 4 - Good 4 - Good
1 Sep 2008	Announced	Care and support Environment Staffing Management and leadership	3 - Adequate 4 - Good 4 - Good 4 - Good

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