

Craig Court Care Home Service

Binghill Grove
Milltimber
Aberdeen
AB13 0HF

Telephone: 01224 863527

Type of inspection:

Unannounced

Completed on:

5 December 2018

Service provided by:

Living Ambitions Ltd

Service provider number:

SP2003000276

Service no:

CS2011300797

About the service

Craig Court is registered to provide a care home service to a maximum of 16 people with physical and sensory impairments. Six of these places are used for people requiring long-term care and up to 10 are used for rehabilitation or respite, as part of a recovery from acquired brain injury, stroke or spinal injury.

The home is operated by Living Ambitions, which is a large UK-wide, provider of care services. The centre is situated in Milltimber, a suburb of Aberdeen. It is set in large grounds, which also includes a care service for older people and residential properties. The service employs a team of registered nurses and carers, with a variety of skills, expertise and qualifications.

The service is funded by, and works closely with, the National Health Service. There is a specialist health care team in place on site and they work closely with Living Ambitions staff to provide a comprehensive multidisciplinary rehabilitation service.

The Living Ambitions website says; "Our services give people the highly specialist support they need in order to reclaim as much independence as possible." It also says "Our team has the training and expertise to provide people with a sensitive service which takes into account their abilities and goals."

This service registered with the Care Inspectorate on 31 October 2011.

What people told us

We spoke to seven service users, who stay at Craig Court or were using the service and received a further nine questionnaires from service users or their families. They said staff:

- "I have to praise all the staff they are awesome and doing an amazing job."
- "I have all the information I need regarding my relative's care."
- "It is friendly and homely, they understand me."
- "Caring and understanding."
- "The staff understand me and talk in a calm manner."
- "Staff listen to my problems no matter how small, this has made a great difference."
- "Staff are always professional and polite, they make me feel like a person."
- "Wouldn't change anything - I'm all good."
- "I can now use public transport and make my own meals."

Service users and relatives spoke very highly of Craig Court and the difference the care and support had made to their lives. A few service users and relatives raised concerns about the lack of staff at times. We looked into these concerns during the inspection.

The views of the service users 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 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 delighted to see that the management team had significantly improved their focus on sustaining and improving on the previous good standards. The improvement work undertaken had been linked directly to our new Quality Improvement Framework (QIF) and the Health and Social Care Standards.

One of the main fundamental factors within Craig Court is that the management team had set the philosophy amongst staff regarding the culture within the home. We received a lot of very positive feedback regarding the manager and deputy manager being highly visible. A relative said that they were "very happy to discuss any concerns they may have and it would be sorted".

Service users should benefit from a culture of continuous improvement. We found that the quality assurance processes and procedures had improved. This has had a positive outcome on the way the service has continued to improve and develop the good practice demonstrated by staff. A variety of both formal and informal methods were used to seek feedback from service users and relevant others. A service development plan had been developed. Any actions that had been identified by the service were addressed quickly and there was a clear focus on how they continued to improve the outcomes of service users. This included working in collaboration with the university to monitor and assess the outcomes for those service users on a rehabilitation program.

Service users should experience care and support that is right for them. We spent a considerable time observing staff practice in the home and how the staff interacted with service users, especially those who had limited communication. Observations showed that all staff worked with warmth and compassion to ensure that the service users were treated as individuals. We saw that staff were willing and wanting to care and help the service users. This resulted in many positive outcomes for the service users not only in the support and care provided but also in their overall quality of life.

It is important that service users achieve their potential and are supported in making lifestyle choices. Observation and discussion with service users confirmed that a wide range of activities and events were offered. The activities co-ordinator and all the staff were fully involved in promoting a sense of purpose for the service users. For example a service user was supported to develop a daily plan to assist with providing a routine that helped in reducing their stress and anxiety. Another service user went out in their own car with staff every week. The younger service users were supported and encouraged to do what young adults do, namely watching

television or listening to music into the wee small hours and sleeping all morning. The outcomes for service users were very positive. There was a warm, friendly relaxed environment in the home that promoted genuine focus on positively improving and enhancing the service users' quality of life.

All service users should be respected and valued. Staff showed genuine warmth, compassion and understanding. The service users were not being fobbed off, staff took time to answer their questions and provide reassurance. This was very positive and assisted in reducing the service users' levels of distress or anxiety.

The treatment or interventions that service users experience should be effective. If a service user needs to be seen by a visiting healthcare professional, their advice should be implemented in the best way suitable for the service user's needs. The management team and staff worked very closely with other agencies including the NHS to improve the outcomes for all the service users. There were regular multidisciplinary meetings and question and answer sessions that assisted and promoted consistency in the care and support provided. We received very good feedback regarding the communication and the way in which service users were supported in reaching their goals.

Service users' human rights should be protected and promoted. Staff had a clear understanding of safeguarding and the Adult Support and Protection (ASP) procedures. Appropriate steps were taken to report any incidents or concerns promptly to the ASP team.

Service users should experience high quality care and support. The staff had all the necessary information and resources to achieve this. The staff and management had fully considered the service users' wellbeing and quality of life outcomes.

Service users should experience stability in their care and support from staff who know their needs, choices and wishes, even if there are changes in the organisation. We saw that the staff knew the service users very well. They interacted with the service users with warmth and genuine understanding. Staff were friendly and greeted all the service users with a smile and kind words. There was a lot of laughter and fun in the home. Service users and staff were seen sharing jokes. Relatives said they felt at home and were made to feel very welcome when visiting.

What the service could do better

It is important that service users' needs are met by the right number of staff. The manager was formally reviewing the staffing levels and how staff were deployed within the home. This assisted in ensuring that the staffing levels and deployment of staff is based on the service users' needs and dependencies. We received some concerns about the staffing levels in the home, the manager was asked to review their staffing assessment tool to ensure it took into account not just the physical needs of the service users but also their emotional and social support needs.

Service users' personal plans should be right for them. It should set out how their needs will be met, as well as their wishes and choices. The organisation had recently introduced new care planning documentation. This documentation was in the process of being fully implemented and remained a work in progress. We found that many elements of service users' personal plans contained a lot of details that were specific to each service user. There were some good examples of where care was focused on outcomes for people. These examples should be shared to promote consistent practice. Service users said that they felt that the staff knew them very well and were able to give the care they wished. Although the standard of documentation was good, there were areas that did not always clearly show the changing care and support needs. This resulted in the good practice and the

many positive improvements and achievements in the service users' welfare and wellbeing not being documented. Therefore there was a potential for care practices to be inconsistent, specifically in supporting service users meet their goals. The management team and staff were working together to improve the documentation.

Service users should be involved in developing and reviewing their personal plan and it is important that service users' views are sought and their choices respected, especially if they have reduced capacity to fully make their own decisions. Where service users had someone else with the legal responsibility for acting on their behalf, there was limited documented evidence that staff were fully aware of their legal powers. We directed the manager towards the Mental Welfare Commissions good practice guidance. We found that the care review process was being used effectively to identifying the service users' thoughts, views or wishes. Service users and relatives spoke highly of their relationships with the 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								
30 Oct 2017	Unannounced	<table> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>Not assessed</td> </tr> <tr> <td>Management and leadership</td> <td>5 - Very good</td> </tr> </table>	Care and support	5 - Very good	Environment	Not assessed	Staffing	Not assessed	Management and leadership	5 - Very good
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27 Oct 2016	Unannounced	<table> <tr> <td>Care and support</td> <td>6 - Excellent</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>6 - Excellent</td> </tr> <tr> <td>Management and leadership</td> <td>Not assessed</td> </tr> </table>	Care and support	6 - Excellent	Environment	Not assessed	Staffing	6 - Excellent	Management and leadership	Not assessed
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Date	Type	Gradings
18 Dec 2015	Unannounced	Care and support 6 - Excellent Environment 6 - Excellent Staffing 6 - Excellent Management and leadership 6 - Excellent
15 Jan 2015	Unannounced	Care and support 6 - Excellent Environment 6 - Excellent Staffing 6 - Excellent Management and leadership 6 - Excellent
14 Jan 2014	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 6 - Excellent Management and leadership 6 - Excellent
10 Jan 2013	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent Management and leadership Not assessed
18 Apr 2012	Unannounced	Care and support 5 - Very good Environment 6 - Excellent Staffing 5 - Very good Management and leadership 6 - Excellent

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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