

40 Ellon Road Care Home Service

Bridge of Don
Aberdeen
AB23 8BX

Telephone: 01224 703273

Type of inspection:

Unannounced

Completed on:

31 October 2018

Service provided by:

Penumbra

Service provider number:

SP2003002595

Service no:

CS2003000176

About the service

The Ellon Road service is provided by Penumbra. Ellon Road is registered as a care home service offering a respite care service to up to six adults with mental health difficulties. The service registered in April 2002 with the Care Commission and transferred its registration to the Care Inspectorate when it formed on 1 April 2011.

This service operates from a detached bungalow within a residential area of Aberdeen, and is close to local amenities and transport links. There are six furnished, well maintained bedrooms, three on the ground floor and three on the first floor which is accessible by stairs. There is a shared bathroom and second toilet on the ground floor and a shared bathroom on the first floor. This short break respite service offers full board with home cooked meals served daily in a communal dining room. There are two communal sitting rooms and a dining room, supervised laundry facilities and an outdoor patio. The service was full at the time of the inspection with six people being supported.

There had been a change to the manager of the service since the previous inspection due to the long serving manager leaving the organisation. In the interim period of several months, staff were assisted by a manager from another service until the new registered manager was recruited and took up the post in June. The new service manager had settled into the role, and was supported by a small team of staff who are on site twenty four hours a day.

The stated aims of the service are to provide a positive experience for each guest that is personalised, relaxing and provides a rewarding break that facilitates recovery and helps guests work towards outcomes they may have identified. For guests experiencing crisis, we provide a place of safety where they have the opportunity to talk to staff and develop coping strategies to deal with the issues that may have brought them to Ellon Road.

What people told us

During our inspection, we gathered feedback about the quality of care and support from meeting the people at the service. A care inspection volunteer supported the inspection by speaking to people who had previous experience of using the service by telephone to gain their feedback. We looked at responses and comments in care standards questionnaires from people supported. We also asked for the views of staff and other professionals such as social work or health care workers during the inspection.

Examples of comments received were:

"Staff are very helpful, I can always speak to staff, this is important, always willing to sit down and give one to one support"

"Staff are friendly and supportive, they do an excellent job"

"Staff know when I need to talk and need a bit more support, always there if you need them"

"I feel very safe"

"Sometimes it can be hard for staff to spend time with me, can depend on other people's needs and staffing levels, but they do try very hard to spend time with everyone"

"Can be myself here, I can be me"

"Not so long ago the manager changed and a couple of new staff started, but they are really good, friendly, settled in well. Has not felt like a change"

"I just smile when I am here, I really feel like I am getting back to myself, I am growing in confidence and seeing such a difference in myself"

"Its my lifeline, I would be lost without the service"

"Being here has kept me alive, kept me going"

"It makes a real change being listened to, it feels good, we are not always listened to in society, it's good to be listened to here"

Overall feedback from people who had experienced the respite service was very positive. People told us how much they benefitted from their stay(s), in particular being able to socialise and spend time with other people in addition to eating well and the support from staff. The service asks people for feedback with every stay and the manager had been responsive to comments received by implementing requested changes to improve the quality of service.

Self assessment

The service was not asked to complete a self assessment in advance of this inspection. We looked at their development plan and quality assurance systems. These demonstrated their priorities for improvement and how they were monitoring the quality of 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	4 - Good

What the service does well

We found the respite service to be warm, welcoming and very homely; people were experiencing a good quality of care and support during their stay. For most of the people staying in the service at the time of the inspection this was not their first visit; we could see people enjoyed socialising and spending time together at meal times or on social activities or relaxing in one of the lounges. People were encouraged to express their choices and preferences for group activities, which were discussed, agreed and planned together. The staff knew each person well and understood their different personal circumstances. One person told us, "staff are very understanding and show empathy, they will guide you and encourage you to try new things, they are understanding and supportive". It was evident that people were relaxed and comfortable with support staff and had developed trusting relationships.

The manager had reviewed and updated the referral and support plan process to be more robust; taking into account mental health support needs, current risks and the reason(s) for each referral.

This gave the staff a starting point for the new support plan, which they would discuss with each person on arrival where they were asked to identify their needs and what outcomes they would like to achieve from their stay. People told us they liked this new approach, one person said "support plans are new, these are needed, I like to have structure, to set steps and goals, I can then prepare myself for the next day" another said "there needs to be structure and choice, there should be structure, this is much better for me". As an organisation Penumbra works to a mental health recovery model and has an outcome measurement tool called the individual recovery outcomes counter (IROC). Staff are trained in this model and a range of tools to guide their support interventions with individuals to achieve improved mental wellbeing. While people told us how they benefited from the service, we discussed with the manager how these tools could be better utilised. We would like to see staff more actively using these person centred recovery tools which would mean the service had a greater impact in supporting people to meet their identified mental health outcomes.

People can expect to be supported to give regular feedback on how they experience care and support and for the organisation to use learning from this to improve. We found that asking people for their views and feedback was well established and the manager was keen to ensure the service had a culture of continuous improvement. While it can be difficult to adjust to change both staff and people supported told us they could see changes being made for the better. One person supported said "there was changes to staff working hours recently, this was to ensure you get the support you need" and another said "I am noticing the changes, it is really good to have two staff in the evening, changes are for the better".

People can expect to have confidence in those supporting them because they are trained, competent and skilled and are able to reflect on their practice and follow their professional and organisational codes. The service was adhering to safer recruitment practices and all staff were registered that required to be with a professional body such as the Scottish Social Services Council. New staff were supported in their role with a comprehensive induction which included a variety of training sessions and shadowing of colleagues. Staff spoke of being well trained and supported in their role therefore well equipped to competently carry out their duties. Training records showed a range of training was available including adult protection, recovery and risk, mental health, boundaries and data protection. The new manager was carrying out staff supervision and having regular team meetings covering a range of topics. Staff told us that communication was very good, the manager was inclusive and they felt listened to and well informed as a team.

There were organisational quality assurance processes in place including self assessment, audits and systems for monitoring of accidents, incidents and complaints. Since the last inspection the service had not received any complaints and people told us they knew who to speak to if they had any concerns, that they could approach the management team and had confidence in doing so. Incidents were being recorded and appropriate notifications made to the care inspectorate. We would like to see how incident reports are used to inform support interventions and safety plans. A comprehensive internal audit had been carried out and the manager was aware of the need to implement the organisations audit and monitoring system to demonstrate quality assurance processes. We discussed quality assurance with the manager; taking into account their length of time in post and will look at how this has developed and the impact at the next inspection.

What the service could do better

The manager should implement the organisations audit and monitoring system to identify any issues that may have a negative impact on the health and wellbeing of people supported.

We were concerned there was a lot of people coming and going into the kitchen throughout the day, without protective clothing. Without detracting from the welcoming and friendly feel of the service; we have asked the manager to consider what steps can be taken to ensure food hygiene and health and safety in the kitchen area.

The manager should encourage a more proactive approach to the use of recovery toolkits available to deliver targeted support that will improve coping skills and build resilience; having a greater impact on long term mental wellbeing.

While recognising people come to the service for a short period of respite with different personal outcomes and expectations, we would like to see the service better demonstrate the positive impact of the service and the outcomes achieved.

The service had a development plan in place, we suggested this be reviewed and updated to reflect the current position.

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
2 Oct 2017	Unannounced	Care and support 5 - Very good

Date	Type	Gradings	
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
10 Oct 2016	Unannounced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	6 - Excellent
		Management and leadership	Not assessed
3 Nov 2015	Unannounced	Care and support	6 - Excellent
		Environment	6 - Excellent
		Staffing	6 - Excellent
		Management and leadership	6 - Excellent
9 Oct 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
14 Oct 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
1 Aug 2012	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	6 - Excellent
6 Dec 2010	Unannounced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
2 Sep 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
8 Mar 2010	Unannounced	Care and support	5 - Very good

Date	Type	Gradings	
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
11 Aug 2009	Announced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
25 Feb 2009	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
21 May 2008	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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