

Banchory Respite Care Home Service

58 Highfield Avenue
Banchory
AB31 4FB

Telephone: 01330 823046

Type of inspection:

Announced (short notice)

Completed on:

5 February 2019

Service provided by:

Aberdeenshire Council

Service provider number:

SP2003000029

Service no:

CS2003000297

About the service

Banchory Respite (known to people who use the service as 'Highfield') is a purpose-built house, set within the residential town of Banchory. The service is within walking distance of the town centre and all local amenities.

Service users have unrestricted access to the ground floor of the property which accommodates a sitting room, kitchen/dining room and four bedrooms. The first floor houses an office and a staff sleepover room.

The service offers residential short-term care for a maximum of four adults or children with learning disabilities and associated physical disabilities. Respite care is organised to support children and adults on alternate days/weekends. This service has been registered since 1 April 2002.

What people told us

We received back seven out of 20 care standards questionnaires (CSQs) we sent to the service to randomly distribute to people using the service and their families and friends. We asked their views on twenty-five quality statements about the service's care, environment, staffing and management. Returns highlighted that people strongly agreed or agreed that the quality of care was of a very good standard.

The views of people who responded to our care standard questionnaires, and who spoke to us are reflected here. We also spoke with members of the staff team.

Service users/relatives and carers comments:

- 'My daughter loves going to Highfield - it's a great facility to have'.
- 'Staff are familiar with her needs and really know her well'.
- 'Excellent service - there's loads to do'.
- 'Everybody is so helpful'.
- 'Very pleased with the service - it works well'.
- 'Very efficient service - manager's really good'.
- 'Environment is very welcoming and homely'.
- 'They really do listen to what you have to say - outstanding service'.
- 'The staff listen to my daughter - it's a very nurturing service'.
- 'It's community orientated - very person centred and well run'.

Staff comments:

- 'My induction was really positive'.
- 'Really good team to work with'.
- 'Training is good'.
- 'The team meetings are really helpful'.
- 'I feel really supported'.

Self assessment

Every year all care services must complete a 'self assessment' form telling us how this inspection is performing. A self assessment was not required to be completed for this year, however, the service spoke about their goals and aspirations for their 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

The staff we spoke with demonstrated a very good understanding of people's specific individual needs. We saw very good recording of information and that care plan records highlighted the assessment, planning and evaluation of very individualised care.

We found that staff supported people with respect and kindness. We saw that staff took the lead from the people they were supporting. Care was delivered at a relaxed pace and we observed interactions, which were warm, supportive and sensitive to people's needs.

We saw very good care being provided by all the staff team and evidenced nice friendly banter between staff and people in the home. Staff were seen to be listening to people's requests and responded quickly.

We saw that the service strived to promote opportunities to support activities and interests, and maintaining people's personal links with the community. Parents and carers told us that the service was very good at promoting community involvement and created opportunities to promote independent skills.

Staff were very familiar with people's communication systems and quickly picked up where there was potential stress/distress.

There was very clear evidence of peripatetic involvement from other professional supports and other agencies. This meant that the service worked effectively with external professional support in order to ensure the wellbeing of people using this service. People told us that the manager was supportive and approachable; everyone we spoke with said the manager was accessible to them and very easy to talk with.

Our discussions with staff demonstrated a very good understanding of people's individual assessed needs and their plan of care. People were assisted to maintain their identity and were treated with dignity and respect. This was backed up by the very positive comments made by parents and carers about the service, and the staff and management.

We noted that team meetings, staff supervision and catch-ups are held regularly. We discussed ways to further enhance supervision notes and observations of practice and left information for the management and staff teams.

Staff told us that there was very positive and enabling culture and approach among the team and that everyone worked together.

The manager had a very good system in place; ensuring notifiable issues were reported quickly. We found that frequent checks were carried out of the registration status of all staff, with their regulatory bodies. Training enabled staff to understand their roles. The team strived to promote best practice and better outcomes for the people at Highfield.

What the service could do better

The staff and management were keen to continue to ensure the service promotes a high standard of care as well as opportunities for those accessing the service.

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.

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

There are no outstanding requirements.

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

Recommendation 1

All service users must have support plans which identify how their individual support needs will be met. Plans should be regularly reviewed to ensure the information is accurate and informs their care.

This recommendation was made on 22 September 2017.

Action taken on previous recommendation

We saw that support plans and associated records were regularly reviewed with individuals or their representatives and detailed how assessed needs would be met and supported. This recommendation has been met.

Inspection and grading history

Date	Type	Gradings
22 Sep 2017	Unannounced	<div>Care and support</div> <div>5 - Very good</div> <div>Environment</div> <div>Not assessed</div> <div>Staffing</div> <div>4 - Good</div> <div>Management and leadership</div> <div>Not assessed</div>
2 Aug 2016	Unannounced	<div>Care and support</div> <div>4 - Good</div> <div>Environment</div> <div>4 - Good</div> <div>Staffing</div> <div>4 - Good</div> <div>Management and leadership</div> <div>4 - Good</div>
19 Feb 2016	Announced (short notice)	<div>Care and support</div> <div>Not assessed</div> <div>Environment</div> <div>Not assessed</div> <div>Staffing</div> <div>Not assessed</div> <div>Management and leadership</div> <div>Not assessed</div>
1 Dec 2015	Unannounced	<div>Care and support</div> <div>2 - Weak</div> <div>Environment</div> <div>3 - Adequate</div> <div>Staffing</div> <div>3 - Adequate</div> <div>Management and leadership</div> <div>2 - Weak</div>

Date	Type	Gradings
5 Nov 2014	Unannounced	Care and support 3 - Adequate Environment 4 - Good Staffing 3 - Adequate Management and leadership 3 - Adequate
27 Jan 2014	Announced (short notice)	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 4 - Good
19 Mar 2013	Unannounced	Care and support 4 - Good Environment 5 - Very good Staffing 4 - Good Management and leadership 4 - Good
18 Sep 2012	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
21 Feb 2012	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 3 - Adequate
22 Sep 2011	Unannounced	Care and support 3 - Adequate Environment Not assessed Staffing Not assessed Management and leadership 2 - Weak
15 Dec 2010	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership Not assessed
14 Sep 2010	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good

Date	Type	Gradings	
8 Feb 2010	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
16 Oct 2009	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
9 Mar 2009	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
15 Dec 2008	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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