

## Aberness Care Ltd (Support) Support Service

Pavillion 3  
Kingseat Business Park  
Kingseat Avenue  
Newmachar  
Aberdeenshire  
AB21 0AZ

Telephone: 01651 869360

**Type of inspection:**

Unannounced

**Completed on:**

18 February 2019

**Service provided by:**

Aberness Care Limited

**Service provider number:**

SP2012011913

**Service no:**

CS2012313090

## About the service

This service is registered to provide care to people with disabilities, mental health problems and illness living in their own homes. The service is run by two managing directors, one of whom is the registered manager for the service.

Aberness Care Ltd mission statement states that "We are committed to being a premier provider of professional high quality and reliable staff within the healthcare industry. We offer a 24-hour service to help alleviate the shortage of health care personnel in care homes, community and hospitals."

Their aim is to recruit and retain the most highly qualified and experienced staff for the job and our selection process is therefore very rigorous. They also aim to develop staff skills to their highest potential through regular skills updates, induction, supervision and appraisal.

The service registered with the Care Inspectorate in January 2013.

## What people told us

We sent 65 questionnaires to clients, of which 49 were completed. Some were completed with the assistance of relatives. The vast majority of people spoke positively about the service and the staff. A small number made additional comments:

- 'The carers go above and beyond. They are angels.'
- 'A fantastic group of carers.'
- 'Apart from 2 no shows the staff have been superb. An amazing team.'
- 'Always caring, cheery and friendly.'
- 'The service provided is first class. Most of my carers are exceptionally skilled and care deeply about their work. Occasionally I meet individuals for whom it is just a job or have not responded to the training.'
- 'It would be nice to be informed if there are any changes to the times of the visits.'

We also spoke to six clients and their families in more detail about the care and support they received. Their comments included:

Do you know who will be supporting you/your relative?

- "Sometimes we do and sometimes we don't, not aware of any rota so we just accept who comes through the door."
- "We do have a timetable of who is coming and this is important to my relative. The office or the carers keep us up-to-date of any changes."
- "I don't have a rota to say who's coming, but if the carers know they will let me know."
- "There is a team that visit me, and I know them very well. I don't have a rota to keep me right my carers do this."

Do the staff have enough time to carry out your relatives/your care properly?

- "They do and the time they are allocated is the time they stay with my relative."
- "The time they are due here is the time they usually arrive. They have plenty of time to do what they have too, if for any reason they are held-up they or someone will phone my relative to let them know and also to keep me in the loop."

- "Yes sometimes they have more than enough time to carry out their tasks and role in supporting me."

Are the staff polite, do they ask you how you want your care provided?

- "They usually ask this when someone from the office comes here to go over my Care Plan, but as the carers have been coming here for a time now and know how my relative likes things done. We can't fault the carers as all are polite and caring to my relative and us."
- "They know my relative well as they have been visiting them for a long time now, they will also ask if there is anything else, they can do for us. There are no problems there."
- "We find the carers are very polite and respectful to us all, and from time to time they do ask us if everything is alright."
- "100% without a doubt they are all very polite and respectful and from time to time check the care is how I like it if not they will change the time to suit me i.e. if I have a hospital appointment and have to leave my house earlier."

One relative wished us to include their comment in this report:

"Aberness carers are wonderful they take their time with my relative and don't rush. The service they provide we can't fault them. They have on the odd occasion gone far and beyond their role, I can trust them to observe my relative's dignity. They all come in smartly dressed we would be lost without them. We can't sing their praises high enough. Please give them top marks from us and thank you for phoning."

The views of the clients and their families have greatly informed the findings of this inspection.

## 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 staffing                  | not assessed  |
| Quality of management and leadership | 4 - Good      |

## What the service does well

Aberness Care Limited (Support) offer a very good service to people and we found that all people, staff and clients were being treated with respect and valued for being themselves.

People should have confidence in their carers because they are trained, competent and skilled. We found that carers were recruited using safe recruiting guidelines, had an induction before beginning work and then further training and refresher courses to keep them up-to-date.

Communication is a vital part of a care company, to ensure appropriate and consistent support. In an effort to be as effective as possible the manager or team leaders held small frequent with people and staff, to gather views

and improve communication and practice. On a daily basis the staff could contact one another using telephone, text or email, which meant that any changes or requests were communicated to everyone quickly.

We looked at the support plans which should set out how people's needs, choices and wishes would be met. We found they were up-to-date and realistic and this helped people to get the support that was right for them. We found that the clients and their families were fully involved in developing their support plan. Abernass aimed to be flexible in meeting people's needs.

People should know who will provide their care on a day-to-day basis and have a say in who is providing it. During our inspection we were informed that staff tell people who would be visiting them. Most people we spoke to told us that they are informed if their regular carer needs to change. There was a stable staff group at Abernass that helped ensure consistency for the clients and their families.

## What the service could do better

People's human rights should be protected and promoted. Staff had a clear understanding of safeguarding and the Adult Support and Protection (ASP) procedures. However, there should be more discussion within the staff team about potential situations that may arise and the actions expected of the whole staff group.

Clients and their families should benefit from a culture of continuous improvement. We found that the quality assurance processes and procedures could be further developed to ensure they become an integral part of how the service operates. This will give the management team a clearer picture of the areas that should be improved on or further developed. The services improvement plan should be updated and shared with all staff.

Concerns regarding staff practice had been dealt with promptly by the management team. However, action taken to support or monitor staff practice following concerns or incidents were not always clearly recorded.

## 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](http://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

There are no outstanding recommendations.

## Inspection and grading history

| Date        | Type                     | Gradings                  |               |
|-------------|--------------------------|---------------------------|---------------|
| 13 Dec 2017 | Unannounced              | Care and support          | 5 - Very good |
|             |                          | Environment               | Not assessed  |
|             |                          | Staffing                  | 5 - Very good |
|             |                          | Management and leadership | Not assessed  |
| 12 Dec 2016 | Unannounced              | Care and support          | 5 - Very good |
|             |                          | Environment               | Not assessed  |
|             |                          | Staffing                  | 5 - Very good |
|             |                          | Management and leadership | 5 - Very good |
| 8 Dec 2015  | Announced (short notice) | Care and support          | 4 - Good      |
|             |                          | Environment               | Not assessed  |
|             |                          | Staffing                  | 5 - Very good |
|             |                          | Management and leadership | 4 - Good      |
| 28 Nov 2014 | Announced (short notice) | Care and support          | 4 - Good      |
|             |                          | Environment               | Not assessed  |
|             |                          | Staffing                  | 4 - Good      |

| Date        | Type        | Gradings                  |              |
|-------------|-------------|---------------------------|--------------|
|             |             | Management and leadership | 3 - Adequate |
| 13 Nov 2013 | Unannounced | Care and support          | 4 - Good     |
|             |             | Environment               | Not assessed |
|             |             | Staffing                  | 3 - Adequate |
|             |             | Management and leadership | 3 - Adequate |

## To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at [www.careinspectorate.com](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

Find us on Facebook

Twitter: @careinspect

## Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.