

Ashdene House Care Home Service

Strathearn Terrace
Crieff
PH7 3DT

Telephone: 01764 653585

Type of inspection:

Unannounced

Completed on:

26 February 2019

Service provided by:

Ashdene Management Services Ltd

Service provider number:

SP2003002107

Service no:

CS2003009744

About the service

Ashdene House is a privately owned care home which is registered to provide residential care services to a maximum of 17 people over the age of 65 including those with dementia. The home is owned by Ashdene Management services and is located in the town of Crieff, Perthshire.

The principle aim of the service as stated, is 'to maintain an optimum level of wellbeing for each of its residents by providing person-centred care.'

Ashdene House was previously registered with the Care Commission on 1st April 2002 and transferred their registration to the Care Inspectorate in April 2011.

What people told us

Prior to the inspection we issued the service with a number of Care Service Questionnaires (CSQ's) to be randomly distributed to residents, relatives and staff. We also spoke to residents, relatives, visiting professionals and staff during the inspection. All of the feedback received was overwhelmingly positive.

Comments included;

"I think the home is kept in very good condition."

"The quality of my care is super."

"The quality of care and support is very good."

"Everything is beautiful."

"As a visitor we are always made to feel welcome."

"We feel the home puts out a lovely atmosphere that I am know my mother truly enjoys."

"He always appears happy and cared for, the staff are very attentive to him and he is content."

"Ashdene House has provided excellent care. She has a safe, secure and supportive environment in which she can enjoy life to the best of her abilities. The caring and outstanding staff are the outstanding feature of this excellent residential home for dementia sufferers."

"The manager and staff are true gems."

"Mum is very happy."

"The manager and staff are excellent."

"We are so happy that she is being looked after here."

"I find management and staff very approachable."

"Everyone is very respectful."

"Her physical well-being has improved since coming to Ashdene."

"We receive written notification of any changes in advance."

"The manager does an excellent job."

"All the staff are very helpful, caring and polite."

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	5 - Very Good
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How good is our leadership?	not assessed
How good is our staffing?	not assessed
How good is our setting?	not assessed
How well is our care and support planned?	5 - Very Good

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

5 - Very Good

We saw that people living in Ashdene House experienced compassion, dignity and respect and were cared for by staff who are competent, skilled and have received training appropriate to residents needs. We observed that staff were compassionate and respectful in their interactions with residents and these attributes were also evident in their interaction with visitors who were welcomed in to the home.

Staff worked in a person centred way, recognising the individuality and unique history of each resident. Residents and their relatives were encouraged to be actively involved in their care and support planning, this meant that people's wishes were respected and acted upon.

People told us the quality of food was very good and meals were nutritious and well presented. Mealtimes were observed to be a pleasant and relaxed experience, meals were served in the dining room or residents could choose to eat in their room if this was their preference. For those who required assistance, this was provided in a manner that was discreet and respectful. Residents were encouraged to maintain their independence and could access hot and cold drinks and snacks at any time. We saw that residents were offered fluids and snacks on a regular basis and there were jugs of juice, bowls of fruit and other snacks placed around the home.

Visits from family and friends were a regular feature and the service had very good links with the wider community. There was a diverse range of activities and entertainment that residents could choose to take part in, some of these were group activities, others were on a one to one basis and took place in the home and in the community. Children from the local nursery and school visited regularly and one resident visited the nursery every week. Others attended a local lunch club, a monthly sing a long, the Friday club and dementia friendly screenings at the local cinema. Some residents accessed the local swimming pool, we saw that there was a focus on people maintaining their independence and residents were encouraged to participate in daily exercise and movement in order to promote and enhance their physical and mental well-being. It was good to see that all staff as well as the activity coordinator were involved in and took responsibility for promoting activities within the service.

Residents were given appropriate support in taking prescribed medication. On the whole there were good systems in place for recording the administration of medicines thus ensuring that residents received the medicines they needed to maintain or improve their health. We did however feel that medication audits could take place more frequently in order to further develop and promote good practice in this area.

Staff were well-trained with 90% of staff having achieved 'informed' level in Promoting Excellence in Dementia. Residents experiencing stress and distress were supported by access to specialist advice and there were

individualised protocols in place which helped staff respond appropriately. In addition, all staff were due to undergo training in 'the Montessori method' a philosophy and approach focussed on enabling people which has shown to be highly effective in supporting people with dementia.

We saw that staff worked as a team and looked after each other. The atmosphere was one of calm and value was placed on meaningful contact with residents. Staffing levels were such that staff had time to interact and chat with residents, rather than being focussed solely on tasks. Staff told us that they loved their job, that they felt very supported by management and had good access to training.

How good is our leadership?

This key question was not assessed.

How good is our staff team?

This key question was not assessed.

How good is our setting?

This key question was not assessed.

How well is our care and support planned?

5 - Very Good

During the inspection we looked at a sample number of care plans. Files were easy to navigate information was well documented and their content and lay out was clear. Care Plans and My Story profiles were well written, person centred and contained a wealth of information that clearly detailed resident's history, needs, aspirations and preferences and provided staff with clear direction regards the delivery of each residents care. There was strong evidence of residents and their relatives being involved in planning and reviewing their care and this helped ensure that residents wishes were reflected in the care and support provided. All legal documents were signed and dated, care reviews were carried out timeously, there were appropriate risk assessments in place and care plans were updated as required. We saw that staff linked in with other professionals and sought their advice as required, this included district nursing staff, podiatry, optometry, GPs and the community health team. We were assured that residents could be confident that their health needs would be well met.

Residents were given appropriate support in taking prescribed medication and on the whole there were good systems and recording practices in place which ensured residents received the medicines they needed to maintain or improve their health. We did however feel that this was an area which would benefit from more frequent audits in order to promote and ensure best practice.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.1 People experience compassion, dignity and respect	5 - Very Good
1.2 People get the most out of life	5 - Very Good
1.3 People's health benefits from their care and support	5 - Very Good

How well is our care and support planned?	5 - Very Good
5.1 Assessment and care planning reflects people's planning needs and wishes	5 - Very Good

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