Ashley House Residential Home - Care Home
Care Home Service

4 King’s Gate
Aberdeen
AB15 4EJ

Telephone: 01224 636382

Type of inspection:
Unannounced

Completed on:
3 July 2019

Service provided by:
Retcare Limited

Service no:
CS2015334815

Service provider number:
SP2015012424
About the service

Ashley House Residential Home is a small care home for 12 older people located in the west end of Aberdeen City. The home is close to local amenities and a well-served bus route. The home is located in an older, homely, traditional building which has been adapted over the years for the purpose of providing a care service.

The provider’s philosophy statement says that they will ‘at all times ensure that the wellbeing of all residents is of paramount importance. The home aims to maintain residents’ right to privacy, their peace of mind and dignity, by looking after them in a caring and sympathetic way, as well as aiming to assist each individual resident to achieve his or her personal goals in relation to needs such as physical, intellectual, emotional and spiritual.’

This service was registered with the Care Inspectorate on 17 September 2015.

What people told us

We received back seven out of 16 Care Standards Questionnaires (CSQs) we sent to the service to randomly distribute to service users and their families and friends. We asked their views on 25 quality statements about the service’s Care, Environment, Staffing and Management. The limited response was mixed, therefore we spent time speaking with people at the service; including relatives and visitors during the inspection.

We also received four questionnaires from staff. We spoke with the management team and staff at the inspection. Comments and feedback in these CSQs and in person:

From people in the service:

- ‘The food is very nice’
- ‘I have lots to do’
- ‘I’m dreadful at playing this game - I prefer knitting’
- ‘The lasses are nice’
- ‘Very homely’
- ‘I’m just very comfy’
- ‘Staff are very kind’
- ‘The meals are nice - no complaints - I like it here’.

From relatives:

- ‘We have been pleased with the care and attention mum has received from the welcoming and caring staff’
- ‘The staff do all they can to include mum’
- ‘I am extremely satisfied that mum is receiving excellent care from very caring staff whom she appreciates for their cheerful and patient natures’
- ‘The owner, manager and staff go that extra miles always to ensure the residents are safe, happy and well cared for’
- ‘Mum is very happy at Ashley House and feels it is her home and is looked after so well - never complains, and is always well dressed, clean and smiling’.

From staff:

- ‘Learning opportunities are there for all staff’
- ‘The management are very approachable and are a great support to staff’
- ‘Because it’s small - it has a great atmosphere - everyone knows everyone and provide an excellent care service’
- ‘I really feel part of the team’
- ‘There’s always the opportunity to give your opinions’
- ‘I feel listened to’.

**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

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<tbody>
<tr>
<td>How well do we support people’s wellbeing?</td>
<td>5 - Very Good</td>
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<tr>
<td>How good is our leadership?</td>
<td>not assessed</td>
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<tr>
<td>How good is our staffing?</td>
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<td>How well is our care and support planned?</td>
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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

Ashley House provides a calm and welcoming environment for those who live there. We noted high levels of cleanliness throughout the building.

People should always experience compassion and be treated, with dignity and respect. We were pleased to see that there was strong evidence of warm, positive relationships between staff and those living within the home. People’s views were respected, and the home used people’s wishes and preferences to shape how they were supported.

Residents experienced positive outcomes from staff who demonstrated genuine warmth. We saw a lot of engagement with residents and staff spending one-to-one time with people. We saw staff supporting the promotion of meaningful days and interests. We heard lots of very good feedback around the range of activities for people to choose from. This included lots of in-house activities including exercise, board games, arts and crafts, visiting entertainers, visits from schools and nurseries, lunches out and good links with the local community.

We saw continued improvements within the service, including a very good team approach to care, where the staff team are working together to improve outcomes for people. The team is aided through regular meetings and daily updates.
Medications were being managed in line with good practice. People were supported to remain well through the safe use of medications. Residents could be confident that management and staff had a very good overview of their health care needs and consulted with health care professionals, as needed. We found that the management had a very good overview of key areas including weights, falls and skin integrity.

Our observations showed that all the staff worked with warmth and compassion to ensure that the residents were treated as individuals. We saw that staff were friendly, and we saw interactions which were supportive and sensitive to people’s needs. There was a lot of friendly banter and chat. People told us they were listened to and felt safe.

We saw that stress was managed effectively, resulting in a very relaxed atmosphere for people. We saw that staff came up with ideas to involve and included residents who were less able to be fully involved in activities and social events.

It is important for residents to enjoy a healthy and balanced diet and access to plenty of drinks throughout the day. People have a choice where to have their meals. They told us that the food was very good, that they enjoyed it and that there was always a choice available.

A minute of residents and relatives meeting highlighted that choices were being supported and the service listened to ideas and suggestions. Feedback from our questionnaires were very positive and complimentary to the management and staff.

We saw that residents’ reviews were carried out at required six-monthly intervals and there was clear evidence that relatives had participated in reviews, minutes were signed. We suggested that reviews could be further developed to capture the successes made.

We looked at a small sample of recent recruitment records which indicated that appropriate safe recruitment processes were in place. Staff were familiar with the conditions of their Scottish Social Services Council (SSSC) registration and most staff had gained their SVQ (Scottish Vocational Qualification) Care Award or were working towards it.

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

Residents should be confident that their care plans give clear direction to deliver their support and that they are reviewed and updated, when there are any changes in their health or circumstances. We sampled plans and found them to be very good.

It is important that care plans provide information about people’s preferences. We found that there was very helpful information and good detail about people’s interests and preferences. The service has introduced a more person-centred approach to care planning, and we saw that the plans were progressing very well.

Some care plans and reviews were focused on the health and welfare needs for people. We suggested that the successes of promoting meaningful activities should be highlighted in reviews, in order to capture the successes and improvements as outcomes.

We saw appropriate training in place for the administration of medication but suggested to the management team to include observations of practice.

Residents’ and relatives’ meetings were held regularly and where suggestions, ideas or concerns had been raised, they had been acted upon by management to bring about improvements.

The management and staff team has brought about a continued improvement to the service by focusing on the importance of teamwork and encouraging everyone to play an important part in developing and improving the service. The service should continue with this approach.

Areas for improvement

Previous area for improvement 1

In order to support on-going staff training and professional development the service should continue to implement:

- the system of routine formal staff supervision and appraisals

- arrangements to ensure that all staff have completed core training and refresher training which is relevant to their role and responsibilities

- develop a staff development plan based on identified development needs of the staff and the priorities for development of the service.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state ‘I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes’ (HSCS 3.14).
This area for improvement was made on 28 May 2018.

**Action taken since then**
We saw that systems had been improved, staff had regular access to supervision (both formal and informal) and there was an annual appraisal system in place.

The service had a training matrix, highlighting core and optional and refresher training and a trigger system in place to ensure the required training was completed by a specific date. This area of improvement had been met.

**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**

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<thead>
<tr>
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<th>5 - Very Good</th>
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<tbody>
<tr>
<td>1.1 People experience compassion, dignity and respect</td>
<td>5 - Very Good</td>
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<td>1.2 People get the most out of life</td>
<td>5 - Very Good</td>
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<td>1.3 People’s health benefits from their care and support</td>
<td>5 - Very Good</td>
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<tr>
<th>How well is our care and support planned?</th>
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<tbody>
<tr>
<td>5.1 Assessment and care planning reflects people’s planning needs and wishes</td>
<td>5 - Very Good</td>
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