Wernham House
Care Home Service

7 Virginia Street
Aberdeen
AB11 5AZ

Telephone: 01224 210547

Type of inspection:
Unannounced

Completed on:
3 July 2019

Service provided by:
Aberdeen Cyrenians Ltd

Service provider number:
SP2003000015

Service no:
CS2003000231
**About the service**

Wernham House is registered to provide residential care or short-term respite and support for up to 18 adults who have alcohol related issues and may have associated mental health, challenging behaviour, health or mobility issues. Service users may be unable to maintain mainstream tenancy with the level of support available in the community setting. At present, the service provides support to 17 adults within the community.

The home is situated in the centre of Aberdeen, close to the harbour and all the shops and amenities found in a city centre. The provider of the service is Aberdeen Cyrenians, whose head office is located in Aberdeen.

The service aims to improve the situation of vulnerable people by providing support and encouraging voluntary engagement and establishing relationships based on respect, acceptance, personal value, encouragement to be involved in all aspects and decisions about their care and by development of effective interventions and outcomes.

The mission of Wernham House is “to meet the needs of people who are homeless, at risk of homelessness or affected by homelessness in any way. We listen to their difficulties, understand needs, share burdens, provide professional care and strive to identify permanent solutions”. One way the service does this is by having a person-centred approach to working with all service users.

**What people told us**

During the inspection we spoke with a number of people who used the service. They were clear that they felt the service supported them well, and recognised that although there were times they did not appreciate the support of staff, this support was provided sensitively and staff were seen as very caring. They made comments such as:

“Staff are right on, good folk who do their best to help us”

“I probably wouldn’t be here without the staff at Wernham House”

“Staff are toppers!”

“Food here is brilliant, they have really good cooks and the food is always fine”

“I can speak with any of the staff if I need to but I have a key worker and speak with them on a regular basis”
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.

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

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

**How well do we support people’s wellbeing?**

We observed interactions between staff and people who use the service and could see that staff worked hard to develop positive relationships with residents. We spoke with residents during the inspection and they clearly got on well with staff and felt they could speak to them. They confirmed that they had regular planned meetings with their key worker, although they said they could speak with them at any time. We saw that people were encouraged to respect other residents and listen to others points of view.

The service worked to ensure that residents received the service they were entitled to, and we saw evidence that staff supported people to access housing advice, financial advice and appropriate medical assistance, as well as carry out their citizen responsibilities such as voting.

Resident’s meetings were held monthly, where they discussed issues such as the environment, sharing of alcohol, violent behaviour and self harm, reminders about important issues such as voting, and any planned activities as well as suggestions for new activities. We could see that decisions made are followed through and reflected in the minutes of meetings.

The service made good use of volunteering and advocacy services. For example there is currently a volunteer who supports people with activities, and referrals have been made to access advocacy for someone who is currently undergoing guardianship.

Staff had clear standards about confidentiality and took positive actions to ensure that this was maintained.
Individual alcohol agreements were discussed regularly with residents and changed according to personal choice and circumstances. This clearly reflected the individual residents’ rights to personal choice. Routines were informal, for example, lunch was available on an as and when required cafeteria style basis and residents chose when and what they wanted. Although there were some planned activities, residents decided on activities flexibly such as snooker/pool, board games, or trips out. Residents were encouraged to maintain positive previous family/friendly relationships through phoning or visits.

Staff were clearly aware of situations which may result in harm and managed them sensitively. They had opportunities for a range of training to support them, for example, management of challenging behaviour, violence against women awareness, and stress management training.

All files sampled included an initial assessment of need, and from this information the service completed risk assessments and support plans with the full involvement of the resident.

People had the option to manage their own medication if they were able to do so without risk, or they could be supported to do this. If this was not possible staff managed medication, and we saw that this was done appropriately. During the inspection we saw evidence that medication was regularly reviewed to ensure that it continued to meet residents’ needs. Records included a list of prescribed medication, dosages, and what it is for which was easily understood by residents.

The service had good contacts with a variety of health professionals, including nurse practitioners, and nurse specialists. Residents were also supported to access services and treatments such as community detox programmes.

Menus were compiled based on requests and known likes, although catering staff were seen to be flexible and able to make alternative options to encourage residents to eat healthily. Snacks and fruit were always available along with a range of soft drinks tea and coffee. The service received donations of foodstuffs and these were used creatively to provide a healthy varied diet. Where there were specified nutritional needs such as diabetes or an unwillingness to eat, staff had a good awareness of the importance of health eating and worked hard to provide a variety of options to meet need.

**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**

Assessment and care planning reflected people’s needs and wishes. Support plans and risk assessments were written with the clear involvement of individual residents and were sensitively but realistically worded. We could see that where moving on was identified as a goal, support plans promoted independence.

Support plans were regularly reviewed and updated to reflect changes in support - these were underpinned by flexible agreement with residents for example re the use of alcohol or risky behaviour. Risk assessments did not attempt to restrict individuals but manage and minimise risk where possible. Where it was seen that residents required additional or specialised support in other services this was discussed with residents and support plans and other records reflected this. There was clear evidence of the involvement of residents in the discussions held.

The service’s quality assurance process allowed residents to reflect on how well the service met their needs, and can result in action plans for improvement.

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

<table>
<thead>
<tr>
<th>How well do we support people’s wellbeing?</th>
<th>5 - Very Good</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1 People experience compassion, dignity and respect</td>
<td>5 - Very Good</td>
</tr>
<tr>
<td>1.2 People get the most out of life</td>
<td>5 - Very Good</td>
</tr>
<tr>
<td>1.3 People’s health benefits from their care and support</td>
<td>5 - Very Good</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>How well is our care and support planned?</th>
<th>5 - Very Good</th>
</tr>
</thead>
<tbody>
<tr>
<td>5.1 Assessment and care planning reflects people’s planning needs and wishes</td>
<td>5 - Very Good</td>
</tr>
</tbody>
</table>
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

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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 foilseachadh seo ri fhaighinn ann an cruthannan is cánain eile ma nithear iarrtas.

 انبوهبدانکه اکیپ تاریفکاری و انکارانی که را می‌پذیرد. تو اکیپ تاریفکاری و انکارانی که را می‌پذیرد. تو

$\times$ هر کم یک کم

 هذه الوثيقة متوفرة بلغات ونمادج 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.