Inspection report

Anderson's
Care Home Service Adults

2 Institution Road
Elgin
IV30 1RP
01343 542281

Inspected by:  Rod Coltart
(Care Commission officer)

Type of inspection: Unannounced

Inspection completed on: 25 March 2010

[Footer: Improving care in Scotland]
## Summary of this inspection report

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## Service provided by:

The Governors of Anderson's

## Service provider number:

SP2003001900

## Care service number:

CS2003008845

## Contact details for the Care Commission officer who inspected this service:

Rod Coltart  
Telephone 01463 227630  
Email enquiries@carecommission.com
Easy read summary of this inspection report

We grade all the Quality Statements for a service at each inspection. Each grade describes how well we think the service is doing based on what we inspected.

We can choose from six grades:

- 😊 6 excellent
- 😊 5 very good
- 😊 4 good
- 😊 3 adequate
- 😥 2 weak
- 😥 1 unsatisfactory

We gave the service these grades

Quality of Care and Support 😊 5 Very Good
Quality of Environment N/A
Quality of Staffing 😊 5 Very Good
Quality of Management and Leadership N/A

This inspection report and grades are our assessment of the quality of how the service is performing in the areas we examined during this inspection.

Grades for this care service may change after this inspection due to other regulatory activity; for example, if we have to take enforcement action to improve the service, or if we investigate and agree with a complaint someone makes about the service.

What the service does well
The manager and staff are continuing to provide client centred care. The staff and the board of trustees and service users continue to look at ways to improve outcomes for service users.
What the service could do better
The service has developed a number of new policies and practices in recent months. The service is to make minor adjustments to the provider's recruitment policy. The Board and staff are seeking to ensure best use is made of the resources under its control and the desire to keep service users and carers at the heart of new developments. Considerable progress has been made in recent months. Areas of improvement are likely to be highlighted through the provider's well established participation strategy.

What the service has done since the last inspection
The manager and staff are continuing to review their practice and further develop training opportunities for staff. The service continues to provide opportunities for service user and carer involvement in assessing the quality of care and support provided. In recent months there always seems to be some new development ongoing, focussed on improving outcomes for service users.

Conclusion
The staff group are continuing to work with service users and carers to provide care based on individual needs. The management, board and staff group appear committed to maintaining this ongoing review of service provision so that they may achieve improved outcomes for service users.

Who did this inspection
Lead Care Commission Officer
Rod Coltart

Other Care Commission Officers

Lay Assessor

Please read all of this report so that you can understand the full findings of this inspection.
About the Care Commission

We were set up in April 2002 to regulate and improve care services in Scotland.

Regulation involves:

- registering new services
- inspecting services
- investigating complaints
- taking enforcement action, when necessary, to improve care services.

We regulate around 15,000 services each year. Many are childminders, children’s daycare services such as nurseries, and care home services. We regulate many other kinds of services, ranging from nurse agencies to independent healthcare such as hospices and private hospitals.

We regulate services for the very young right through to those for the very old. Our work can, therefore, affect the lives of most people in Scotland.

All our work is about improving the quality of care services.

We produce thousands of inspection reports every year; all are published on our website: www.carecommission.com. Reports include any complaints we investigate and improvements that we ask services to make.

The "Care services" area of our website also:

- allows you to search for information, such as reports, about the services we regulate
- has information for the people and organisations who provide care services
- has guidance on looking for and using care services in Scotland.

You can also get in touch with us if you would like more detailed information.
About the National Care Standards

The National Care Standards (NCS) set out the standards that people who use care services in Scotland should expect. The aim is to make sure that you receive the same high quality of service no matter where you live.

Different types of service have different National Care Standards. When we inspect a care service we take into account the National Care Standards that the service should provide.

The Scottish Government publishes copies of the National Care Standards online at: www.scotland.gov.uk

You can get printed copies free from:

Booksourse
50 Cambuslang Road
Cambuslang Investment Park
Glasgow
G32 8NB
Tel: 0845 370 0067
Fax: 0845 370 0068
Email: scottishgoverment@booksourse.net
What is inspection?

Our inspectors, known as Care Commission Officers (CCOs), check care services regularly to make sure that they are meeting the needs of the people in their care.

One of the ways we check on services is to carry out inspections. We may turn up without telling the service’s staff in advance. This is so we can see how good the care is on a normal day. We inspect some types of services more often than others.

When we inspect a service, typically we:

• talk to people who use the service, their carers and families, staff and managers
• talk to individuals and groups
• have a good look around and check what quality of care is being provided
• look at the activities happening on the day
• examine things like records and files, if we need to
• find out if people get choices, such as food, choosing a key worker and controlling their own spending money.

We also use lay assessors during some inspections. These are volunteers who have used care services or have helped to care for someone who has used care services.

We write out an inspection report after gathering the information. The report describes how things are and whether anything needs to change.

Our work must reflect the following laws and guidelines:

• the Regulation of Care (Scotland) Act 2001
• regulations made under this Act
• the National Care Standards, which set out standards of care that people should be able to expect to receive from a care service.

This means that when we register or inspect a service we make sure it meets the requirements of the 2001 Act. We also take into account the National Care Standards that apply to it.

If we find a service is not meeting these standards, the 2001 Act gives us powers that require the service to improve.
Recommendations, requirements and complaints
If we are concerned about some aspect of a service, or think it could do more to improve its service, we may make a requirement or recommendation.

- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service but where failure to do so will not directly result in enforcement.
- A requirement is a statement which sets out what is required of a care service to comply with the Act and Regulations or Orders made under the Act, or a condition of registration. Where there are breaches of the Regulations, Orders or conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Care Commission.

Complaints: We have a complaints procedure for dealing with any complaint about a registered care service (or about us). Anyone can raise a concern with us - people using the service, their family and friends, carers and staff.

We investigate all complaints. Depending on how complex it is, a complaint may be:

- upheld - where we agree there is a problem to be resolved
- not upheld - where we don't find a problem
- partially upheld - where we agree with some elements of the complaint but not all of them.
How we decided what to inspect

Why we have different levels of inspection
We target our inspections. This means we spend less time with services we are satisfied are working hard to provide consistently high standards of care. We call these low-intensity inspections. Services where there is more concern receive more intense inspections. We call these medium or high intensity inspections.

How we decide the level of inspection
When planning an inspection, our inspectors, or Care Commission Officers (CCOs) carefully assess how intensively each service needs to be inspected. They do this by considering issues such as:

- complaints
- changes to how the service provides care
- any notifications the service has given us, such as the absence of a manager
- what action the service has taken in response to requirements we have made.

The CCO will also consider how the service responded to situations and issues: for example how it deals with complaints, or notifies us about incidents such as the death of someone using the service.

Our inspections take account of:

- areas of care that we are particularly interested in (these are called Inspection Focus Areas)
- the National Care Standards that the service should be providing
- recommendations and requirements that we made in earlier inspections
- any complaints and other regulatory activity, such as enforcement actions we have taken to improve the service.
What is grading?

We grade each service under Quality Themes which for most services are:

- **Quality of Care and support**: how the service meets the needs of each individual in its care
- **Quality of environment**: the environment within the service (for example, is the service clean, is it set out well, is it easy to access by people who use wheelchairs?);
- **Quality of staffing**: the quality of the care staff, including their qualifications and training
- **Quality of management and leadership**: how the service is managed and how it develops to meet the needs of the people it cares for
- **Quality of information**: this is how the service looks after information and manages record keeping safely.

Each of the Quality Themes has a number of Quality Statements in it, which we grade.

We grade each heading as follows:

<table>
<thead>
<tr>
<th>Grade</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>6</td>
<td>excellent</td>
</tr>
<tr>
<td>5</td>
<td>very good</td>
</tr>
<tr>
<td>4</td>
<td>good</td>
</tr>
<tr>
<td>3</td>
<td>adequate</td>
</tr>
<tr>
<td>2</td>
<td>weak</td>
</tr>
<tr>
<td>1</td>
<td>unsatisfactory</td>
</tr>
</tbody>
</table>

We do not give one overall grade.

**How grading works.**

Services assess themselves using guidance that we given them. Our inspectors take this into account when they inspect and grade the service. We have the final say on grading.

The Quality Themes for this service type are explained in section 2 The Inspection.
About the service we inspected

Anderson's Care Home is situated in the renowned historical setting gifted to the community and operated by Anderson's trust. The service is based within two buildings; the original which is on two floors and has within it four units and the fifth unit close by is on three floors.

The service is located in a residential area in the centre of Elgin and is close to all relevant amenities.

The home was registered with the Care Commission on 1 April 2002 to provide a care service for 56 service users. The service offers single accommodation, with en-suite toilet and wash-hand basin facilities for 50 service users. There are also three double rooms available for service users.

Communal bathing and showering facilities are available for the use of service users in the respective units. The garden area at the rear was pleasant and safe for service users to access freely.

The service has among its many stated aims the following: "to maintain the rights, dignity and privacy of our service users".

Staff spoken with clearly shared the desire to provide care with a person centred approach acknowledging individual's rights and choices taking account of individual abilities and needs.

Based on the findings of this inspection this service has been awarded the following grades:

<table>
<thead>
<tr>
<th>Service Area</th>
<th>Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality of Care and Support</td>
<td>5 - Very Good</td>
</tr>
<tr>
<td>Quality of Environment</td>
<td>N/A</td>
</tr>
<tr>
<td>Quality of Staffing</td>
<td>5 - Very Good</td>
</tr>
<tr>
<td>Quality of Management and Leadership</td>
<td>N/A</td>
</tr>
</tbody>
</table>

This inspection report and grades are our assessment of the quality of how the service is performing in the areas we examined during this inspection.

Grades for this care service may change after this inspection due to other regulatory activity; for example, if we have to take enforcement action to improve the service, or if we investigate and agree with a complaint someone makes about the service.

You can use the "Care services" area of our website (www.carecommission.com) to find the most up-to-date grades for this service.
How we inspected this service

What level of inspection did we make this service
In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

What activities did we undertake during the inspection
This was an un announced inspection undertaken by Care Commission Officer Rod Coltart.

The Care Commission Officer provided verbal feedback of the overall inspection findings to the service manager and her depute.

In this inspection we gathered evidence from various sources, including relevant sections of policies, procedures, records and other documents including:

- Statement of aims and objectives
- Minutes from service user and carer meetings
- Personal plans (care plans)
- Records of activities
- Staff recruitment procedures and records
- Staff training and induction records
- Staff meetings minutes
- Staff duty rota
- Complaints
- We also had discussions with;
- Service users
- A relative of a service user
- The manager of the service
- Nursing staff
- Care staff

We undertook a tour of the premises and also spent time observing how staff worked and interacted with service users.

Inspection Focus Areas (IFAs)
Each year we identify an area, or areas, we want to focus on during our inspections. We still inspect all the normal areas of a care service; these are extra checks we make for a specific reason.

For 2009/10 we will focus on:

- Meaningful activity for all adult services
• How care services assess the health of people with learning disabilities
• Involving parents for children's services
• Medication for looked after children for residential accommodation for children
• How care services make sure they have safe recruitment procedures for staff for all services except childminders.

You can find out more about these from our website www.carecommission.com.

**Fire safety issues**
The Care Commission no longer reports on matters of fire safety as part of its regulatory function. Where significant fire safety issues become apparent, we will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Care service providers can find more information about their legal responsibilities in this area at: www.infoscotland.com/firelaw

**The annual return**
We use annual returns (ARs) to:

- make sure we have up-to-date, accurate information about care services; and
- decide how we will inspect services.

By law every registered care service must send us an annual return and provide us with the information we have requested. The relevant law is the Regulation of Care (Scotland) Act 2001, Section 25(1). These forms must be returned to us between 6 January and 28 February 2009.

**Annual Return Received**
Yes - Electronic

**Comments on Self Assessment**
Not applicable at this inspection.

**Taking the views of people using the care service into account**
During this inspection we spoke to 3 service users. One of the service users was keen to inform us that he had been at the service longer than anyone else. Like this gentleman others spoken with spoke highly of the care they received from staff.

**Taking carers’ views into account**
We spoke with one carer who was visiting a relative and they commented that the staff had been helpful and supportive to all concerned during the "settling in period".
Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 5 - Very Good

Statement 1
We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

Service Strengths
This Quality Statement had been inspected previously. As part of the ongoing audit of this area of service user participation it was revisited during this inspection.

The staff group are committed to improving the quality of care and support to service users and their carers. They recognise that central plank in providing these outcomes are linked to ensuring meaningful participation takes place.

The service has continued to use service user questionnaires and other linked assessment material to monitor service provision and use the information provided to make improvements to the service.

The service continued to hold regular service user meetings to discuss and consult on areas of interest linked to service provision. Members of the Board of Governors also attend these meetings.

Carers' meetings continue to be held once every 3 months. Minutes are taken and action plans formed. Staff remain keen to ensure service users maintain interests they had prior to becoming resident at the service. Service users and their carers are involved in regular reviews of their care needs as part of the process of gathering information. The service is about to introduce across the service updated personal planning systems. These personal plans are intended to provide improved user friendly records which it is hoped will lead to improved outcomes for service users.

The local college are about to undertake a garden project with service users. This project to make better use of the garden area is being eagerly anticipated by all concerned.

Areas for Improvement
We are pleased that the service has taken steps to improve the care planning process. We believe that the new system of recording service user's needs and interests, once it is fully implemented, is likely to lead to improved outcomes for service users.
Grade awarded for this statement
5 - Very Good

Number of Requirements
0

Number of Recommendations
0
Statement 2
We enable service users to make individual choices and ensure that every service user can be supported to achieve their potential.

Service Strengths
The manager and staff remain focussed on the gathering of service users' views. Information is gathered in a manner that is considered to be proportionate and centred around service users' needs.

Service users continue to be supported to make choices as to activities and visits to and from community groups.

As a result of the ongoing review of service users' wishes and needs, the provider has in recent months installed a hearing loop system to assist those that may benefit from using such a system gain access to it.

Some staff had been provided with training linked to providing service users with options and choices linked to their health and specifically dealing with terminal conditions.

In line with the previous inspection's suggested area of development, the provider is implementing updated care plan recording processes.

The service now has a small "Corner shop" in the entrance hall which is well used by service users and carers.

Areas for Improvement
The service is continuing to look opportunities to provide IT services to assist service users to maintain contact with their carers through the use of SCYPE.

Areas of development linked to Quality Statement 1.1 are also relevant here.

Grade awarded for this statement
5 - Very Good

Number of Requirements
0

Number of Recommendations
0
Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 - Very Good

Statement 1
We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

Service Strengths
This Quality Statement had been inspected previously. As part of the ongoing audit of this area of service user participation it was revisited during this inspection. Areas linked to this quality statement are also referred to in Quality Statement 1.1.

The Board of Governors, manager and staff have continued to seek to provide opportunities where service users and carers can contribute to assessing and improving the quality of staffing in the service.

The manager has stated that she is keen to involve service users in providing an opinion on prospective employees. This process is carried out in an informal manner but the manager believes that this feedback is valuable.

The relatively recent co-coordinators' posts have started to become established. This management role is planned to support and monitor service provision throughout the service. There was evidence in place to underline that these posts were helping to achieve improved outcomes for service users.

Areas for Improvement
The previous inspection recommended that the service review its policies and procedures to ensure the management of personal plans and associated records hold relevant information. It was also recommended that the information should be managed in such a way that those requiring the information can readily access it. Following an audit of a cross section of care plans taken with discussions with the senior staff linked to the requested changes it is our view that this recommendation has been met.

The provider remains keen to maintain service user and carer participation in assessing and improving the quality of care. We would expect the developments in this area of work to continue.
Grade awarded for this statement
5 - Very Good

Number of Requirements
0

Number of Recommendations
0
Statement 2
We are confident that our staff have been recruited, and inducted, in a safe and robust manner to protect service users and staff.

Service Strengths
The previous inspection report recommended the review of the recruitment policy and procedure to ensure all involved are provided with clear guidance as to the provider's expectation linked to best practice guidance. The recruitment policy had been updated in February 2010 in line with the recommendation previously made. This recommendation is deemed to have been met.

A senior manager has been tasked to support newly appointed staff and provide and monitor their induction training.

The induction training had been updated and is targeted to the needs of staff and the provider. Newly appointed staff remain in normal circumstances on a probationary contract for 13 weeks.

Training for staff has been ongoing and the manager stated that 94% of the staff group had achieved level 2 or 3 from the Scottish Qualifications Authority.

Areas for Improvement
The provider should ensure that undue credence is not placed on Disclosure checks carried out by other providers. It remains the provider's responsibility to send for Disclosure checks timeously.

The manager is aware that it is only in exceptional circumstances that a newly appointed member of staff with no Disclosure Check may work on the premises. At this time they are not permitted to have unsupervised contact with service users.

We consider that the provider's policy relating to this position should indicate that in these circumstances the Care Commission should be notified of the circumstances.

Grade awarded for this statement
5 - Very Good

Number of Requirements
0

Number of Recommendations
0
Other Information

Complaints

Enforcements

Additional Information

Action Plan
Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in the Care Commission re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).
### Summary of Grades

<table>
<thead>
<tr>
<th>Quality of Care and Support - 5 - Very Good</th>
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<tr>
<td>Statement 1</td>
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<td>Statement 2</td>
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<table>
<thead>
<tr>
<th>Quality of Environment - Not Assessed</th>
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</table>

<table>
<thead>
<tr>
<th>Quality of Staffing - 5 - Very Good</th>
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</thead>
<tbody>
<tr>
<td>Statement 1</td>
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<td>Statement 2</td>
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| Quality of Management and Leadership - Not Assessed |

### Inspection and Grading History

<table>
<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
</tr>
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<tbody>
<tr>
<td>14 Aug 2009</td>
<td>Announced</td>
<td>Care and support 4 - Good&lt;br&gt;Environment 5 - Very Good&lt;br&gt;Staffing 4 - Good&lt;br&gt;Management and Leadership 4 - Good</td>
</tr>
<tr>
<td>26 Mar 2009</td>
<td>Unannounced</td>
<td>Care and support 6 - Excellent&lt;br&gt;Environment Not Assessed&lt;br&gt;Staffing Not Assessed&lt;br&gt;Management and Leadership 5 - Very Good</td>
</tr>
<tr>
<td>20 Jun 2008</td>
<td>Announced</td>
<td>Care and support 6 - Excellent&lt;br&gt;Environment 5 - Very Good&lt;br&gt;Staffing 5 - Very Good&lt;br&gt;Management and Leadership 5 - Very Good</td>
</tr>
</tbody>
</table>
Terms we use in our report and what they mean

**Action Plan** - When we inspect a service, or investigate a complaint and the inspection report highlights an area for improvement; either through recommendations or requirements, the action plan sets out the actions the service will take in response.

**Best practice statements/guidelines** - This describes practices that have been shown to work best and to be achievable in specific areas of care. They are intended to guide practice and promote a consistent and cohesive approach to care.

**Care Service** - A service that provides care and is registered with us.

**Complaints** - We have a complaints procedure for dealing with any complaint about a registered care service or about us. Anyone can raise a concern with us - people using the service, their family and friends, carers and staff.

We investigate all complaints which can have more than one outcome. Depending on how complex the complaint is, the outcomes can be:

- upheld - where we agree there is a problem to be resolved
- not upheld - where we don't find a problem
- partially upheld - where we agree with some elements of the complaint but not all of them.

**Enforcement** - To protect people who use care services, the Regulation of Care (Scotland) Act 2001 gives the Care Commission powers to enforce the law. This means we can vary or impose new conditions of registration, which may restrict how a service operates. We can also serve an improvement notice on a service provider to make them improve their service within a set timescale. If they do not make these improvements we could issue a cancellation notice and cancel their registration.

**Disclosure Scotland** - Disclosure Scotland provides an accurate and responsive disclosure service to enhance security, public safety and protect the vulnerable in society. There are three types or levels of disclosure (i.e. criminal record check) available from Disclosure Scotland; basic, standard and enhanced. An enhanced check is required for people whose work regularly involves caring for, training, supervising or being in sole charge of children or adults at risk; or to register for child minding, day care and to act as foster parents or carers.

**Participation** - This describes processes that allow individuals and groups to develop and agree programmes, policy and procedures.
**Personal Plan** - This is a plan of how support and care will be provided. The plan is agreed between the person using the service (or their representative, or both of them) and the service provider. It is sometimes called a care plan mostly by local authorities or health boards when they commission care for people.
How you can use this report

Our inspection reports give care services detailed information about what they are doing well and not so well. We want them to use our reports to improve the services they provide if they need to.

Care services should share our inspection reports with the people who use their service, their families and carers. They can do this in many ways, for example by discussing with them what they plan to do next or by making sure our report is easily available.

People who use care services, their relatives and carers

We encourage you to read this report and hope that you find the information helpful when making a decision on whether or not to use the care service we have inspected. If you, or a family member or friend, are already using a care service, it is important that you know we have inspected that service and what we found. You may find it helpful to read previous inspection reports about his service.
The Care Commission

We use the information we gather from all our inspections to report to Scottish Ministers on how well Scotland's care services are performing. This information helps us to influence important changes they may make about how care services are provided.

Reader Information

This inspection report is published by the Care Commission. It is for use by the general public. You can get more copies of this report and others by downloading it from our website www.carecommission.com or by telephoning 0845 603 0890.

Translations and alternative formats

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

Tha am foilseachadh seo ri faighinn ann an cruthannan is càininn eile ma nithearr iarrtas.

ترجمة هذا الادخان رسمياً إلى أمكرون الم矞ي وامكرون المبردين وامكرون المبردين وامكرون المبردات يرجى ترحيبكم بسم الله الرحمن الرحيم

本出版品有其他格式和其他語言備索。

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Improving care in Scotland