Allied Healthcare (Aberdeen)
Housing Support Service

6 Crown Terrace
Aberdeen
AB11 6HE

Telephone: 01224 213812

Type of inspection: Unannounced
Inspection completed on: 6 July 2017

Service provided by:
Nestor Primecare Services Ltd trading as Allied Healthcare

Service provider number:
SP2013012053

Care service number:
CS2013319806
About the service

The service is registered to provide a housing support care at home service. It is based in the centre of Aberdeen and covers both Aberdeen and parts of Aberdeenshire. The service aims to provide a flexible service to a range of service users with various needs.

What people told us

It was possible to talk both with service users and carers. Comments included:

- “The care staff are very good, I’m very happy with them”.
- “I was worried at first but they are very professional”.
- “Staff do know what they are doing”.
- “I get regular staff”.
- “I’ve never had to change anything”.
- “Staff have come out from the office to see us”.

Self assessment

No self-assessment was requested from this service.

From this inspection we graded this service as:

- Quality of care and support: 5 - Very Good
- Quality of staffing: 5 - Very Good
- Quality of management and leadership: not assessed

What the service does well

The service provides a service to service users with a range of complex needs. This includes people living in their own home and those living in care services.

Examination of the records showed that initial information had been gathered for each service user. This would include information on who else was involved in providing care. If there was any special arrangements for access such as a key safe this would also be recorded.

Each service user had a care plan in place within their own home and a record was also stored within the office. The care plans indicated what was expected of care staff and if there were any special arrangements for how care should be provided this had been recorded.

A brief background history was in place if people wished to share that information. This would include likes and dislikes and also any hobbies or interests that the service user may have. It was a good opportunity to personalise the plan for each individual.

An early warning screen sheet was in place. This was being used to highlight to staff the importance of looking out for changes and the actions staff should take to deal with these changes.
In some plans bullet points were being used to highlight particular areas that staff had to consider with that service user. These were highly personalised. Staff also spoke about how useful these bullet points were for them when they had to gather information quickly.

For the most part reviews were taking place within timescales. Service users and their families were asked about the review process and how they would highlight any changes that were required. Those spoken with were clear and understood how they would do this.

Service users and their families also advised on the frequency of visits from office based staff and were happy with this.

Staff spoken with came across as motivated to provide as high a quality of care as they could. Staff were prepared to highlight any issues service users may have and in some cases did see themselves in an advocacy role as well as a care role.

Staff spoke positively about the training that was available and no one highlighted any gaps in the training.

In discussions with the manager he spoke about the development plan for the service. He advised that it was an ongoing process and it was an important part of his role to be thinking about how the service could develop.

**What the service could do better**

In examination of the plans there were examples of plans that required to be reviewed. These plans were only a small minority of plans examined. It was also noted that in a small number of records it was not clear what changes had been made to care. *(See recommendation 1).*

**Requirements**

Number of requirements: 0

**Recommendations**

Number of recommendations: 1

1. To ensure that paperwork is up to date and accurately reflects the needs of service users.

National Care Standards, Housing Support & Care at Home. Standard 3: Personal Plan.

**Complaints**

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.
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<th>Type</th>
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<td>Unannounced</td>
<td>Care and support 5 - Very good</td>
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<td>Management and leadership Not assessed</td>
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<td>Management and leadership 5 - Very good</td>
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