

Tigh-A'Chomainn Care Home Service

4 Craighton Crescent
Peterculter
AB14 0SB

Telephone: 01224 732656

Type of inspection:

Unannounced

Completed on:

18 September 2019

Service provided by:

Tigh-a'chomainn Camphill Ltd

Service provider number:

SP2003000027

Service no:

CS2003000261

About the service

Tigh-A'Chomainn aims to 'support and assist adults with special needs in exploring their potential and their limitations, so that they may find purpose, direction and a sense of fulfilment in their lives'. The care home aims to include residents and co-workers in all aspects of consideration of ideas, discussion and decision-making.

This goal of full partnership was encompassed by referring to all the people there, as the 'community', with a focus on 'social and emotional growth' through 'human relationships'. The community shares a home and many social and cultural activities, providing opportunities for direct communication and feedback.

The care home was registered to provide 24-hour residential accommodation and support to nine adults with learning disabilities. The service is provided in two buildings, situated in large secluded grounds on the western edges of Aberdeen. One building was a large, detached family home; the other was a smaller modern house.

The houses were within close walking distance of a range of local shops and bus routes both into the city of Aberdeen and out into the local countryside.

What people told us

During the inspection we spent some time with people who used the service. They were clearly happy with the support they received, and told us that they enjoyed living in Tigh-A'Chomainn. They described the range of activities they were involved in and said that staff would support them if they needed it. They made comments such as:

'I enjoy living here, it's my home.'

'We have a lovely meal together at night.'

'I like the staff here (named staff)'

'This is where I am happy.'

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
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 could see that staff had good relationships with people who used the service - observing positive warm and compassionate interactions between them. People told us that they liked the staff, and said had confidence in them, and felt they could speak to them if they had any problems. We saw little evidence of any restrictions placed on people who used the service, and any that were or had been in place had been carefully considered and carried out sensitively with appropriate paperwork in place. Some people had been supported to develop relationships within a safe environment.

We saw that people who used the service had opportunities to maintain contact with family and friends. Records showed that where they could, people had been able to make decisions relating to the quality of their life such as what they did during the day or social activities they attended. Where people had limited or difficult verbal communications skills staff had worked hard to determine what people felt and activities they enjoyed, assessing reactions and seeking opinions from family members. The service recorded activities people got involved in and made good use of photographs to demonstrate the range of activities people enjoyed. People had been supported over a period of time to leave the service and live more independently.

The service reviewed records regularly to ensure that appropriate information and support needs were recorded, and also to comment on positive opportunities for residents. We found that some support plans did not always look at outcomes - although in most of them these were clearly implied. Some support plans and risk assessments required updating to take change in health into account, and to include more detail about how to recognise triggers and defuse situations. This was particularly clear in one support plan, where in addition there appeared to be no information about recent health issues in the 'About me and my support' form.

Records showed that the service had supported people to access a range of health appointments, and this included appropriate health screening opportunities. Where appropriate, information was recorded about information on health such as diet or health conditions. We could see that the service valued healthy eating and encouraged people who used the service to be involved in cooking communal meals. People needed help from staff with their medication which was important for their health and wellbeing. Records showed that staff were aware of their responsibility to administer medication correctly and according to prescription.

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

We could see that support plans clearly showed a reflection of the identified needs and wishes of individual residents. People who used the service were encouraged to complete a self review which looked at what was working well for them at that time, what was making them happy, or unhappy. Risk assessments showed how the service would support residents to have a positive quality of life while minimising risk.

Records showed that the service followed appropriate safe recruitment practices and supported staff to develop appropriate skills at the level relevant to their job role. Permanent staff were registered with the SSSC.

Although the service regularly reviewed records they would benefit from updating their quality assurance process. This could be formalised and linked to the Care Inspectorate's new framework for inspection, to reflect "how are we doing, how do we know and what are we going to do now". The service had a comprehensive strategic development plan and this could benefit from including other areas for improvement identified through team meetings, inspection and the involvement of people who use the service.

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

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 foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج 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.