

Annesley House Care Home Care Home Service

Annesley Grove
Torphins
Banchory
AB31 4HL

Telephone: 01339 882297

Type of inspection:
Unannounced

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Service provided by:
Cubanhall Limited

Service provider number:
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About the service

Annesley House Care Home is registered to provide care to a maximum of 36 older people, of whom a maximum of two may be younger adults with physical impairment. The home is a traditional, detached building set in its own grounds in a quiet residential area of the rural village of Torphins, Aberdeenshire. The home is within walking distance of nearby shops and amenities on the edge of the village. It is set in well maintained gardens with views over the countryside and hills.

The service aims to:

- "provide residents with a comfortable and happy environment in which dignity, independence, privacy, and comfort are maintained".

This service registered with the Care Inspectorate since it was formed in 2011.

What people told us

For this inspection we received views from 23 people who included people using the service and their representatives. Feedback was sought through discussions and questionnaires. Everyone told us that they were happy with the quality of the service. People spoke highly about the staff and the cleanliness of the home. People also told us that they had made friendships in the home with other people who lived there.

Comments included:

- "I enjoy a glass of sherry most days, its my treat".
- "I enjoyed a lovely lunch. Nae sure how I will pass the time now"
- "as a family we are very happy - very settled and the staff care for mum well; staff are approachable, nothing to say that mum is unhappy".

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?	4 - 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?	4 - Good

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

How well do we support people's wellbeing?

4 - Good

We assessed this service as being good at supporting people's wellbeing. This meant there were a number of strengths, which taken together clearly outweighed areas for improvement.

We found that there was a high level of satisfaction among those being supported by the service. Staff knew particular styles and preferences of people, and we felt that there had been attention to detail when supporting people with their needs. Their clothing was well coordinated and we felt most people looked smart. Some people told us that they had made friendships with their peers and this helped them pass the day. This contributed positively to people feeling comfortable and having a feeling of self-worth.

We did feel, however, that opportunities for people to do more for themselves could be strengthened. We found that staff poured drinks and spread toast etc. at mealtimes. This supported a sedentary lifestyle rather than an active lifestyle. It is important that people are supported to keep as active as they can be to support their wellbeing.

The service had worked hard to create a comfortable environment where people felt at home. However, we felt that some further enhancements would contribute positively to people's lives. For example: the view from two of the bedrooms at the rear of the home looked out to the staff smoking area and the oil tank area and could be improved. We also found that the lighting in some areas was poor and some of the flooring in the upstairs corridor was uneven - these had the potential to present as a trip hazard. Taking action to enhance these areas would have a positive impact on the wellbeing of residents.

We found that the service had taken significant steps to monitor and support people with their wellbeing. Medication needs were supported well and people who required support to maintain healthy skin were regularly assessed and reviewed. As a result changes were noted and action taken if required.

Staff worked well together and were responsive to people's needs. Those spoken to were knowledgeable about changes to people's support needs and confirmed that there were effective systems to keep them informed. This contributed to people getting the right support at the right time.

We felt that a lot of thought had been given to supporting people to find their way around the building and orientate themselves to time and place. Clocks and calendars were evident throughout the home, and we saw people reading the menus to help them decide on their meal choices. They paid attention to the time landmark to help them establish the time of day.

Throughout the home we found that there was some signage to help people find important facilities including the toilet. However, we found it difficult to locate the lift and the operating buttons were discrete and not immediately obvious to us. We felt that improved signage would significantly help people locate and operate the lift.

Most people were supported well with eating and drinking, and we felt that the service had taken positive action to make drinks and snacks available to people if and when they wanted them. However, during our observations we saw one person struggle to eat their soup without soiling their clothing, but they were offered no clothes protection or napkin.

One person was given a drink without being offered a choice, their plan told us that they had a particular drink preference which was not offered. One other person had their lunch in the lounge area as they preferred to be alone. However, the timing of the serving of their meal meant that the lounge was full when they were still eating their meal.

We felt that the service had laid effective foundations to support a positive dining experience. However, by focusing on individual outcomes this could enhance the experience for some people.

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?

4 - Good

We found that the service was good at planning people's care and support. This was because there were a number of important strengths that had a significant positive impact on people's experiences and outcomes.

We found that everyone had a plan that influenced how they were supported to have their needs met. Plans were well organised and information was easy to find. This helped keep staff updated about people's needs. Risk assessments were in place to help inform people's plans and the way they were to be supported. This helped keep them safe. Plans and risk assessments were reviewed and updated regularly to help ensure they were current.

Staff completed daily notes and other relevant documentation in a communal lounge used by service users. This meant that they were not securely stored and had the potential to breach people's confidentiality. The service should take steps to secure storage of personal data to ensure confidentiality.

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?	4 - Good
1.1 People experience compassion, dignity and respect	4 - Good
1.2 People get the most out of life	4 - Good
1.3 People's health benefits from their care and support	4 - Good
How well is our care and support planned?	4 - Good
5.1 Assessment and care planning reflects people's planning needs and wishes	4 - Good

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