

16 Auchmore Road Care Home Service

Ellon
Ellon
AB41 9QG

Telephone: 01358 723138

Type of inspection:

Unannounced

Completed on:

29 November 2019

Service provided by:

Inspire (Partnership Through Life) Ltd

Service provider number:

SP2003000031

Service no:

CS2003000314

About the service

16 Auchmore Road is a small care home providing 24-hour support for a maximum of three adults living with learning disabilities. The home is a bungalow situated in a quiet residential area of Ellon, Aberdeenshire.

The care provider is Inspire (Partnership Through Life) Ltd. Inspire provides care and support for people with learning disabilities throughout the North-East of Scotland. Their head office is based in Aberdeen.

Inspire's mission is to be a leading charity in the field of learning disabilities and other support needs by:

- Developing a range of competitive services to facilitate an inclusive and integrated community.
- Involvement of supported people and employees.
- Enabling empowerment of individuals.
- Encouraging potential to build independent lives.

At the time of the inspection three people lived in the service and were in receipt of care and support.

What people told us

We spent time with all three service users who lived in the house. We could see they were relaxed, happy and content. They appeared to enjoy living in the home and contributed to the running and management of the day-to-day routines. We received feedback in our questionnaires and all three service users indicated they were very happy with the quality of the service provision.

The feedback from service users, their family and our observations have informed this report.

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 evaluated the service as performing at a very good level in how well it supports people's wellbeing. This means that the service demonstrates major strengths in supporting positive outcomes for people. There were very few areas for improvement and those that do exist would have a minimal impact on people's experiences and outcomes.

The service was warm and welcoming. Care had been taken to ensure the house was comfortable and homely. This meant that people lived in a domestic style house that had no clinical feel. It was positive to observe people walk around the home choosing where to spend their time.

We spent time with all three service users and found they were relaxed and comfortable in their home. Staff engaged with people with warm, care and love. We could see that trusting friendships had formed.

The stable staff group knew the care and support needs of people. This was important because staff were sensitive to people's presentation. This meant that if any changes were identified there was a prompt referral to supporting professions.

One person was living with a chronic health condition. A detailed plan and protocol was in place to help staff support this person to manage this condition and the actions to take if they experienced a deterioration in the stability of their chronic health condition. People could be confident they were in the right place to get the right care and support.

People were supported to eat a varied diet that appeared to be nutritionally balanced and contained plenty of fresh fruit and vegetables. Individuals were assisted to shop for their snacks and all assisted in the weekly food shop. Each day one person was allocated the role of assistant at tea time. The service was supporting people to have an interest in their diet and support them to eat well to help support them lead healthy lives.

There was excellent use of visual prompts and reminders. The service user who was assisting with the evening meal had their picture on the board along side the photograph of the staff member on duty. This was a reminder to the service user of their role for the day and also gave the impression that they were part of the support team. One person had specific dietary requirements and there was good use of photographs to inform people of what their snack box should contain. This ensured this person received the foods that were right for their dietary requirements. Two people liked routine in their day and used a pictorial timetable to assist them complete tasks e.g. brushing their teeth, combing their hair. This helped reduce anxiety and encouraged them to be independent in meeting some aspects of their care. The excellent use of pictorial prompts demonstrated the service supported an enablement approach and made people feel included.

People were supported to lead active and meaningful lives. Each person attended their own groups in the community. We heard about the positive impact these groups had on people's lives helping them experience new things and create new memories. Throughout the service there were photographs of past events enjoyed by people. During our inspection these photographs prompted people to recall these past events. We could see the pleasure people experienced recalling these special memories. The service was committed to support people lead lives that were meaningful and experience things that brought them happiness.

A number of quality assurance audits were routinely completed. We found that areas identified that required improving were acted on quickly. It was positive to see that outcomes and the quality of people's lives were incorporated in the audits. People were asked for their feedback. This meant that what mattered to people and their day-to-day lives were the driving force behind the improvement of the service provision.

Improvements need to be made to hand written prescription medication on records. These should be signed by two staff. This would evidence that two staff have checked that the medication, the dosage and the prescribed times are correct. Some medication was prescribed on a when required basis. Records should be completed to document why the medication was required and the effectiveness of the medication. This would help assess if the medication prescribed is appropriate.

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 evaluated the service as performing at a very good level in how well the care and support is planned. This means that the service demonstrates major strengths in supporting positive outcomes for people. There were very few areas for improvement and those that do exist would have a minimal impact on people's experiences and outcomes.

Each person had an extensive set of notes. These were organised and followed the same format. This made it easy to access information.

My life stories had been completed. This helped inform staff of the interests and the important events in people's lives. What was important to people greatly informed care plans. This meant that the care and support provided was right for them and helped them lead meaningful and fulfilling lives.

Copies of relevant legal documents were in place. These clearly indicated what responsibilities had been devolved to staff. This ensured that people's rights were respected and not restricted.

Regular reviews took place. It was positive to see that reviews included input from the person, family, key worker and from the staff at their community placements. We found the reviews to be a very good platform for establishing outcomes. There was a strong emphasis on people's social wellbeing and establishing what was working for people. It was positive that what people wanted to achieve and change was captured. The service was committed to ensuring people live meaningful lives and to act on what people wanted to change in their lives.

Staff completed daily records. These entries were recorded on a number of different records. These entries read like the completion of tasks and not outcome focused and person-centred like the care plans and supporting assessments. Whilst we understand the format of the daily records was set by the provider, we felt that one summary for the day would make it easier for staff to capture people's outcomes and achievements.

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

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