199 Broomhill Road
Aberdeen
AB10 7LN

Telephone: 01224 358585

Type of inspection: Unannounced

Completed on: 12 December 2019

Service provided by: Aberdeen Association of Social Service, a company limited by guarantee, trading as VSA

Service no: CS2003000164
About the service

Ruthrieston House is registered to provide care to a maximum of 40 older people. The home is operated by Aberdeen Association of Social Service, a company limited by guarantee, trading as VSA (Voluntary Service Aberdeen).

The home is situated in a quiet cul-de-sac within a residential area to the south of the city. The home is close to local amenities and served by a regular bus service to the city centre. Accommodation is provided on three floors. All bedrooms are single with en-suite facilities. There are a variety of communal sitting and dining areas. There are facilities within the dining areas for service users and visitors to make their own refreshments.

The service states within its mission statement ‘to provide the best care and support to enable our community to fulfil its potential’. Their aim is ‘to strive for quality services which are sensitive to people’s needs and enhance their quality of life’.

This service has been registered since April 2002.

What people told us

We sent out care standard questionnaires before we visited the service, these indicated that people were happy with the service they receive. During our visit we spoke to a number of people who use the service, relatives and two visiting professionals. Comments included:

“If I need anything I just have to ask the staff”.
“I get on well with all the staff”.
“I have confidence in the staff”.
“Care is excellent”.
“Very kind staff”.
“We have our own room and it feels like home away from home”.
“I like the nice garden, nice when the weather is good to go and sit out with family”.

We also received some comments regarding the quality of the food. We looked at these concerns raised by residents and relatives as part of the inspection.

The views of the residents and their families have greatly informed the findings of this inspection and are included throughout 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

<table>
<thead>
<tr>
<th>Question</th>
<th>Rating</th>
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<tbody>
<tr>
<td>How well do we support people’s wellbeing?</td>
<td>4 - Good</td>
</tr>
<tr>
<td>How good is our leadership?</td>
<td>not assessed</td>
</tr>
<tr>
<td>How good is our staffing?</td>
<td>not assessed</td>
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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 evaluated the service to be performing at a good level for the quality of how well the service supports people’s wellbeing. This means that there are a number of important strengths which, taken together, clearly outweigh areas for improvement.

People were treated with compassion, dignity and respect. We saw staff interacting with warmth, ensuring people’s preferences were met. This meant that people felt good about the support they receive and helps to build trusting relationships.

The service makes use of aids and technology to enable people to be as independent as they can. We saw people moving around freely and making use of technology to call for assistance. It was particularly pleasing to see how the service supports a resident and his assistance dog. This allows people to maintain their independence and choose where to spend time within their home.

People should be supported to get the most out of life. We saw that there were links with a number of community groups including the local church and nursery in addition to activities taking part in the service. Residents that were able to be involved in these activities enjoyed doing so and this gave a focus to their day. We saw some people sitting for periods of time without meaningful activities. This can result in some people feeling lonely and under stimulated. We felt that some people’s lives could be further enhanced by staff promoting and supporting daily life skills that are based around people’s interests and aspirations.

We saw most people ate together in the dining room. We felt that the service had missed opportunities to promote people to do things for themselves and to maintain their independence at meal times. This meant that people’s dining experience was not always positive. The service had made sound progress at addressing the concerns raised regarding the quality of the food. This meant that people were given the opportunity to raise concerns and were involved in menu planning to resolve these issues.

People’s health, benefits from their care and support. During our visit we met with both a visiting nurse and GP. We saw that people were referred to specialist professionals at appropriate times to ensure that any change in health needs were addressed. This meant that people were supported to remain as well as they can and therefore be able to stay at home longer.

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.

People’s care plans were easy to read and contained important information around health and wellbeing. In some cases, we felt that plans did not fully reflect current needs. This resulted in the many good practices and the many positive improvements and achievements in people’s welfare and wellbeing not being documented. There was a potential for care practices to be inconsistent, especially if people were being cared for by staff who do not know them as well as the experienced permanent staff. The management team and staff continued to work together to improve the documentation.

We felt that the communications systems in place to support daily good practices could be further developed. At present the information passed between staff relied on the core staff knowing people well. Should the core staff be replaced by relief or agency staff, there would be the potential for people to not receive the support that is right for them.

Care plans were reviewed regularly. We saw that families were involved in this process. The service could make more use of the review to agree future outcomes, to ensure that people are supported to get the most out of life.

Areas for improvement

Previous area for improvement 1

The provider should ensure that systems are in place to confirm that people are having their creams, lotions and other topical medications/preparations applied in the way that they have been prescribed for them.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that “any treatment or intervention that I experience is safe and effective” (HSCS 1.24).

This area for improvement was made on 27 March 2019.
Action taken since then
The service had recently undertaken a review of their medication processes with other professionals. This had resulted in improved practice and ensuring that the residents received their medication in a way that was right for them.

This area for improvement was met.

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

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<tr>
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<tbody>
<tr>
<td>1.1 People experience compassion, dignity and respect</td>
<td>5 - Very Good</td>
</tr>
<tr>
<td>1.2 People get the most out of life</td>
<td>4 - Good</td>
</tr>
<tr>
<td>1.3 People’s health benefits from their care and support</td>
<td>5 - Very Good</td>
</tr>
</tbody>
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<th>How well is our care and support planned?</th>
<th>4 - Good</th>
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<tbody>
<tr>
<td>5.1 Assessment and care planning reflects people’s planning needs and wishes</td>
<td>4 - Good</td>
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