

Beannachar Care Home Service

South Deeside Road
Banchory Devenick
Aberdeen
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Telephone: 01224 869250

Type of inspection:

Unannounced

Completed on:

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Service provided by:

Beannachar Limited

Service provider number:

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Service no:

CS2003000343

About the service

Beannachar is located in lower Deeside, just on the outskirts of the city of Aberdeen. The service sits within 28 acres of ground with a large 19th century house, comprising two house communities Sycamore and Silver Birch and two purpose-built houses, Rose and Linden. These form the care home element of the service and it is that which this inspection focussed upon.

Within the grounds there is a craft workshop, weavery, wood shop, extensive gardens and a small working farm. It provides 20 residential places for young adults, with a maximum of two respite places if required. Beannachar is part of the Camphill communities.

Staffing is a mix of permanent live-in co-workers, temporary live-in volunteers, and employed staff. Beannachar state on their website "Together we strive to create a fully inclusive, nurturing and secure environment for our students".

What people told us

During our inspection we spoke with many of the students living at Beannachar, and their representatives, here are some of the things they told us;

"I have learned lots of things here to help me be more independent"

"I love it here"

"I meet up with my friends when I want to, I go to their house for dinner and they can come to mine"

"The coordinators are all lovely, I get support whenever I need it"

"I really like meeting the volunteers from other countries, I get to learn about where they come from, it is very interesting"

"Our son is very happy here, it is very reassuring for us as parents that he is somewhere where people are sensitive to his needs and are able to help him grow and develop"

"I am kept busy, I have responsibilities living as part of the community. I get to do things that I maybe wouldn't anywhere else"

" Beannachar is a wonderful place"

"This is my favourite place in the world"

"We are never bored, there is always something to do".

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 provider's performance on how well they support people's wellbeing as being of a very good standard. This means that there were very few areas for improvement and opportunities were being taken to strive for excellence.

We were made very welcome throughout the inspection, people were eager to show us things that they had achieved and new things that they were working on. People were open and honest about any difficulties that they may have had, this gave us confidence in the quality of information and evidence we gathered.

Since our last inspection, the provider had recruited an interim business advisor to support the management team to continue to make improvements in the quality of the service. We saw that this had had a positive impact on outcomes for people and was reflected in the overall evaluation of the service.

We saw lots of compassionate warm interactions, good humoured exchanges and heard lots of laughter. People appeared happy in their day to day experiences. The nature of successful community living is that everyone has a part to play and everyone's input is valued. We could see that all students had roles and responsibilities within the community, coordinators and students were living and working together as equals. The students told us that they felt listened to and valued. Everyone we spoke with felt that the support they received had helped them become more independent and had improved their life.

It is important that people are involved with the improvement and design of the service that supports them. This ensures that the developing service will meet the specific needs of the people that it caters for.

Apart from individual care plan reviews, we saw evidence of frequent meetings in each house and the wider community as a whole. Everyone was encouraged to give feedback, suggest changes or raise concerns. This contributed positively to students feeling valued and included.

High quality care and support promotes and provides people with opportunities to get the most out of life. As a result people's general wellbeing will improve.

We were impressed with the growth in confidence of several of the students over the past year. One individual who had previously been quite timid gave us a guided tour of the estate and was able to describe in detail the progress the community had made with a new building in the grounds. We saw the progress another student had made with his goal to live more independently, he told us what his vision of his future would be. We discussed this with the provider and felt assured that he would continue to be consulted with on-going plans.

Students were involved in a wide variety of activities both on site and in their wider community. When we spoke with the students they told us that they were supported to maintain contact with people who were important to them and to develop new friendships.

People should expect that their physical and mental health will benefit from their care and support. This will have a positive effect on all other social care outcomes.

Of the records inspected, we saw that all students had a comprehensive health assessment and access to primary care and specialist health professionals if needed. Across the site, people were receiving different degrees of support with their medication, depending on their ability. We spoke with the provider to remind them to ensure that this always happened in line with best practice and that records reflected decision making around this.

Students were involved in all aspects of meal planning and preparation. There was a very wide range of healthy nutritious meals and snacks on offer, some of the fruit and vegetables were grown on site and the students were involved in the production. Everyone sat together to enjoy meals in a very sociable and relaxed atmosphere. We saw that where people needed support, it was carried out discretely with tenderness and respect.

Students were very physically active as they worked across the community. In people's rest periods, we saw that some chose to take the opportunity to walk with each other and chat, play ball games and we saw one gentleman, complete circuits of the grounds using a tricycle.

As a consequence of all of this, people appeared to be resilient, have a strong sense of identity and an improved level of wellbeing.

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 have evaluated the performance of the provider in planning care and support as being of a very good standard. This means that the performance demonstrated major strengths in supporting positive outcomes for people.

Since our last inspection, the provider had carried out a large piece of work to look at care plan formats that would best suit the people they support and the service they deliver.

Personal plans should set out how people's needs, wishes and choices will be met. The individuals or their representatives should be involved in the design of their care. As a result, people will feel included and their care will be personalised.

We were delighted to see that the provider had begun to introduce and complete a new care planning system that was innovative, dynamic and which consistently informed all aspects of care and support. Risk assessment and management was an integral part of the planning system, which enhanced people's life experiences and opportunities rather than restrict them. The plans reflected a culture of promoting independence with the potential for people being able to reduce the support they might require in the future, and wherever possible, individuals or their representatives were meaningfully involved in the design of their care package.

It is important that personal plans are reviewed regularly, involving the individual where possible, or their representatives, as a result care and support will be responsive to change. We saw that the provider regularly reviewed people's care and involved key people. Where decisions to change aspects of people's care had been made, the provider in most cases progressed these as soon as they could.

We spoke with the provider during the inspection about general recordkeeping and file management. We saw that some work was still required to archive old information, ensure that all relevant legal documentation was in the file and easy to find and that review notes were present. Continued work in this area would ensure that staff would be able to find the most up to date information easily which would improve practice.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

1. The provider should implement a programme of work to update people's personal plans to ensure that they contain the most recent information and set out how people's needs will be met, including the assessment and management of risk. This is to ensure that care and support is consistent with Health and Social Care Standards (1.15) which states that My personal plan is right for me because it sets out how my needs will be met, as well as my wishes and choices.

This area for improvement was made on 15 February 2019.

Action taken since then

The provider had commenced a programme of transferring people's care and support records into a new document format which set out how care and support would be met and included risk assessment and management.

Previous area for improvement 2

The provider will put in place a robust plan for regular support and supervision for all staff, this is to ensure care and support is consistent with Scottish Social Services Council Codes of Practice for Social Services Workers and Employers (2.2) that state ; You will effectively manage and supervise social service workers to promote best

practice and good conduct and support staff to continuously improve their performance and make sure they are fit to practice.

This area for improvement was made on 15 February 2019.

Action taken since then

The provider has a robust supervision and support policy in place and volunteers receive regular formal supervision, however, more work is needed to ensure that formal recorded sessions of supervision occur for coordinators.

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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