

2 Carolines Crescent Care Home Service

2 Carolines Crescent
Ellon
AB41 8BN

Telephone: 01358 723813

Type of inspection:

Unannounced

Completed on:

27 February 2020

Service provided by:

Inspire (Partnership Through Life) Ltd

Service provider number:

SP2003000031

Service no:

CS2003000327

About the service

2 Carolines Crescent is a small care home service for up to 5 adults with learning and physical disabilities. The service is provided within a domestic type dwelling house in a residential area of Ellon, Aberdeenshire. The service is within walking distance of the town centre, where there is access to a main bus route to Aberdeen.

The service is provided by, Inspire (Partnership Through Life) Ltd, a registered charity. They state "Inspires mission is to be a leading charity in the field of learning disabilities and other support needs, developing a range of competitive services to facilitate an inclusive and integrated community through involvement of people we support and employees, enabling empowerment of individuals and encouraging potential to build independent lives".

What people told us

Before our inspection we sent out questionnaires to people who live in the service and their representatives. During our inspection we spent some time talking with people and observing how staff interacted with them.

Here are some of the things that people said;

"I am looked after well here"

"The staff are good to me"

"I have lots of things to do"

"Everyone is kind"

"The food is good and sometimes I help to cook".

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?	3 - Adequate
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?

3 - Adequate

We found performance in the service varied from adequate in some areas of practice to very good in others. The service demonstrated major strengths in supporting people get the most out of life, while performance in ensuring people's health benefited from care and support, we saw strengths just outweigh weaknesses. Improvements must be made by building on the strengths while addressing those elements that are not contributing to positive experiences for people.

People should expect that their care and support is compassionate, that they are valued and accepted whatever their needs. This is so that they are able to achieve their individual needs.

We observed warm, positive relationships between staff and people living in the service, heard lots of laughter and good humoured exchanges. Residents were being supported in a person centred way by a friendly and caring staff team. When we spoke to residents they told us that they considered Carolines Crescent to be their home. They said that staff were respectful of their home and helped them achieve things both in and outside the home that would enhance their experiences.

Residents enjoyed a variety of worthwhile activities both locally and further afield. They were involved in choosing how they spent their time and were supported to organise day trips and longer breaks away if this was something that they wanted to do. They were able to invite family and friends over and one person said that friends could stay sometimes. People were encouraged to be as independent as they were able to be, with risk assessment and management being carried out in a way that would support people to have positive experiences. Together this contributed to people feeling valued, respected and included.

People should expect that they are supported to communicate in a way that is right for them and that they receive information and advice in a format that supports this. As a result they will feel more included and in control of their care and support. We were pleased to see that the provider had in place a variety of methods of communication, including symbols, photographs and some sign language, however, this was not being used consistently. We discussed the need for residents to be further involved in how the service develops and improves to ensure that it continues to meet their changing needs.

It is important that people experience a high quality living environment that is homely, safe and secure with good quality furniture and fittings. This contributes positively to people's overall feelings of wellbeing. When we looked around the premises we had some concerns and felt that the service fell below what we would expect of a care home.

While we saw that staff worked hard to keep the home clean and tidy, we felt that upgrades were required throughout. Furniture was old and worn and dining chairs did not meet infection control standards. Kitchen units were of a reasonable standard, however, worktops were chipped and would not be compliant with infection control standards.

Upgrading was required in most of the bathroom areas with one bathroom not being fit for purpose, this meant that people were having to share facilities unnecessarily. We discussed safe storage of cleaning materials at the time of our inspection as the service was not complying with health and safety requirements.

Maintenance work was required externally to windows and doors and some urgent attention was required to facias to prevent potential injury to people below. The internal decoration was of a reasonable standard with people's rooms being decorated to reflect their tastes. We learned that some staff were independently carrying out decorating tasks to ensure that people experienced a pleasant environment. We discussed our concerns with the provider at the time, who advised that discussion with the landlord is on going. **(See area for improvement 1)**

People's health should benefit from receiving high quality care and support. They should expect that their care and support is based on relevant evidence, guidance, good practice and standards. They receive the right healthcare from the right person at the right time and the food and drink that meets their needs and wishes.

Residents at the service had comprehensive health assessments in place and had access to primary health care including support from learning disability specialist teams. Staff were very knowledgeable about people's health needs, current health status and any changes in presentation. This meant that people would be referred to appropriate services quickly and would be more likely to maintain good health.

People were able to access a good variety of food and drink. They were involved in choosing and preparing food for cooking. We offered the provider some advice around maintaining standards in relation to labelling and safe storage of food stuffs.

We were disappointed to find that there were a high number of falls recorded for one resident and that the provider had not followed best practice or used the information to actively reduce the risk. We saw that the provider was following procedure in relation to training staff for safe medication administration, however, errors continued to occur relatively regularly which indicated that safe systems of practice were not being adhered to.

When we looked at incident and accident records we saw that the provider had failed to report correctly to the appropriate authorities about incidents where people may have been at risk. This indicated that the provider did not have a clear understanding of their responsibilities in protecting people from harm. **(See area for improvement 2)**

Areas for improvement

1. The provider must put in place a quality assurance system with a programme of repairs and upgrades to ensure that the internal and external areas of the care home are in good physical order and that furnishings and equipment are of a good standard.

This is in order to ensure that care and support is consistent with Health and Social Care Standards which states:

"I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment." (HSCS 5.22)

2. The provider must have in place a safe system of recording and reporting of incidents and accidents and they must analyse and act upon the data found. All staff must be proven to be competent in adult support and protection procedures and be able to identify an adult at risk.

This is to ensure that care and support is consistent with Health and Social Care Standards which state:

"I experience high quality care and support based on relevant evidence, guidance and best practice". (HSCS 4.11)

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 evaluated the service as performing at a good level in how well people's care and support was planned. This means that there were a number of important strengths, when taken together, outweighed areas for improvement. However, improvements are required to maximise wellbeing and ensure that people consistently have experiences and outcomes which are as positive as possible.

Care and support plans should contain enough information about residents to help staff deliver effective personalised care. Plans should promote independence and help people achieve their goals and residents and their representatives should be involved in regular reviews and updates of care and support. As a result, care and support will more likely be personal to individuals and change with their needs and wishes.

We found that files were generally in a good state of order, with information being easy to find. Record keeping was of a good standard and care and support plans contained lots of detailed information about residents' histories, and their current situation.

Plans were written in such a way that they would promote residents' independence and everyday living skills, with a view to a reduction in support for some in the future.

Some plans lacked goals, we discussed with the provider at the time of our inspection that further work was necessary in helping people set short, medium and long term goals for their future. The provider realised the importance of this and agreed to look at further training for staff.

We saw that plans were being updated and reviewed regularly with residents and their representatives. There was a good record of actions that were required to improve people's care and we saw evidence to support that these were being progressed.

Some files did not have relevant legal paperwork present, and where some residents were not subject to legal frameworks the provider had not considered how consent would be given for use of their personal images. As a result, people's rights were not being respected as they should be. We offered the provider some advice around protection of personal information for residents at the time of our inspection.

It is important that people are able to take informed risks that will enhance and not restrict their lives. The provider was not risk averse. Risk assessment and management plans promoted people's independence, choice and control. As a consequence the quality of people's life experiences was improved.

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?	3 - Adequate
1.1 People experience compassion, dignity and respect	4 - Good
1.2 People get the most out of life	5 - Very Good
1.3 People's health benefits from their care and support	3 - Adequate

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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