

Alford Service Care Home Service

34 & 36 Greystone Road and 27 David Mclean Drive
Alford
AB33 8TY

Telephone: 01975 563562

Type of inspection:
Unannounced

Completed on:
10 December 2020

Service provided by:
The Richmond Fellowship Scotland
Limited

Service provider number:
SP2004006282

Service no:
CS2003000347

About the service

This service has been registered since 2002.

The service provides a personalised service for people with mental ill-health in the Alford area of Aberdeenshire. It is provided in three bungalows in an established housing estate. At the time of the inspection, they were supporting 11 people.

The Richmond Fellowship Scotland state the following in their mission outcomes statement:

- "Our mission is to develop and deliver best personal support that listen to what people want, and achieve what matters for a person."

The outcomes statement says that staff will strive to promote and achieve these outcomes with you:

- Leading and directing your own life
- Independence
- Choice
- Individuality
- Community presence
- Fun
- Self-esteem
- Responsibility
- Active and meaningful participation
- Making contributions to family and friends
- Having new experience whilst being safe
- Being seen as important and unique.

This was a focused inspection to evaluate how well people were being supported during the COVID-19 pandemic. We evaluated the service based on key areas that are vital to the support and wellbeing of people experiencing care during the pandemic.

This inspection was carried out by an inspector from the Care Inspectorate.

What people told us

"I like living here."

"It's OK, the staff are fine."

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 care and support during the COVID-19 pandemic?	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

One visiting professional told us they were delighted with the service. Another indicated they had concerns about the service's ability to maintain good support when residents' needs change. We had concerns about the consistency of care for residents in shared houses when people's circumstances change and the effectiveness of joint working with the multi disciplinary team to work out the best solution for people. (see requirement 1).

Requirements

1. By 15th January 2021, in order to ensure consistently good outcomes for all residents, the provider must initiate and maintain joint working with the multi disciplinary team until an optimum service is being delivered.

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

"I am in the right place to experience the care and support I need and want" (HSCS 1.20); and in order to comply with Regulation 4-(1) (a) "A provider must make proper provision for the health, welfare and safety of service users" of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

How good is our care and support during the COVID-19 pandemic?

4 - Good

7.1 People's health and wellbeing are supported and safeguarded during Covid-19 pandemic

People living in the service were happy with the support they received. Staff knew them well and they had respectful conversations. People maintained good health by staff noticing changes, taking appropriate action and involving other professionals. Social outings had been curbed by COVID-19, so activities were offered in the houses and visiting for relatives and friends had been adapted to follow COVID-19 guidelines. The support plans were easy to follow and contained person centred information which enabled staff to support people appropriately.

7.2 Infection control practices support a safe environment for both people experiencing care and staff

Staff had received training and were knowledgeable about infection prevention and control including COVID-19. The houses were uncluttered and clean. PPE storage was good, and it was easily accessible and used appropriately. There were adequate hand washing facilities throughout, and staff used these, and alcohol rub effectively. This all helped to minimise the risk of cross infection.

7.3 Staffing arrangements are responsive to the changing needs of people experiencing care

Progress had been made on monitoring and assessing how staff apply their learning and knowledge. We discussed ways to maintain high standards with the manager, who agreed to implement them. There were sufficient staff to meet people's needs. A staffing contingency plan was in place to ensure this would continue in the event of unexpected staff absence.

This is important to ensure the complex needs of people are met.

What the service has done to meet any requirements we made at or since the last inspection

Requirements

Requirement 1

By Tuesday 27 October 2020, the provider must ensure that there are systems in place to promote good infection prevention and control.

In order to achieve this, the provider must:

- a) store all PPE in a clean dry place to prevent splashes or dust/dirt contamination, not above sinks/wash hand basins;
- b) have paper towels available for staff at all sinks/wash hand basins; and
- c) implement easily seen and useable cleaning schedules and audits.

This is in order to comply with Regulation 4(1)(d) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

This requirement was made on 23 October 2020.

Action taken on previous requirement

All PPE was moved within 48 hours of initial inspection, and is now stored correctly. Paper towels were at all sinks. Saw cleaning schedules and audits in bungalow.

Met - within timescales

Requirement 2

By Tuesday 24 November 2020, the provider must monitor and audit staff competency.

In order to achieve this, the provider must:

- a) ensure there is a recordable process in use, specifically to monitor staff competency regularly throughout the year; and
- b) use this process to aid development of staff and improvement of outcomes for residents.

This is in order to comply with Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

This requirement was made on 23 October 2020.

Action taken on previous requirement

Saw records of staff regularly donning and doffing. Each staff name and a tick for each month, with space for comments, was comprehensive.

Keeping a note of who is tested and when result comes back.
In the bungalow, saw notes of who was cleaning and how.

Met - within timescales

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

In order to improve the safety of the environment, staff should check the active elements of all cleaning materials, ensure they meet the required standards and record on 'Control Of Substances Hazardous To Health', or similar risk assessment forms.

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

"My environment is secure and safe." (HSCS 5.17)

This area for improvement was made on 23 October 2020.

Action taken since then

This was done shortly after the initial inspection and was scanned and sent to the inspector. We also saw records in guidance files in the office reminding staff what to buy. (Dettol products) Good information available on cleaning products.

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
1.3 People's health benefits from their care and support	3 - Adequate
How good is our care and support during the COVID-19 pandemic?	4 - Good
7.1 People's health and well being are supported and safeguarded during the COVID-19 pandemic	4 - Good
7.2 Infection control practices support a safe environment for people experiencing care and staff	4 - Good
7.3 Staffing arrangements are responsive to the changing needs of people experiencing care	4 - Good

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