

Simeon Care for the Elderly Limited Care Home Service

Simeon House
Cairnlee Road
Bieldside
Aberdeen
AB15 9BN

Telephone: 01224 862 415

Type of inspection:
Unannounced

Completed on:
23 June 2021

Service provided by:
Simeon Care For The Elderly Ltd

Service provider number:
SP2003000022

Service no:
CS2003000253

About the service

Simeon Care for the Elderly Limited is registered to provide a care service to a maximum of 23 older people, of whom up to six may have a learning disability and two which may be respite/short break places. At the time of the inspection 23 people were residing at the home.

The home is set in very pleasant and picturesque grounds in Bielside, west of Aberdeen. It was purpose built in 2015, and has separate older buildings where international volunteers and workers can live.

Simeon is part of Camphill Communities which aims to create a nurturing environment in which individuals of all ages can fulfil their potential. "Our community is a home-from-home environment, providing meaningful activities and friendship, extending care, kindness and respect towards our elderly residents in a unique setting. We aim to find ways to build relationships, to learn from one another in an atmosphere of well-being and happiness."

This service has been registered since 1 April 2002.

What people told us

People who live at Simeon told us:

Like the manager, caring people here, always something going on.

Been here one year, very happy , get on with everyone, enjoys crafts and do lots.

It's fine here, miss my friends but got new ones now.

Food is always good, I don't eat much but it's nice.

You'll find it's very good here, carers are very kind, they look after us very well.

Relatives told us:

I cannot speak highly enough of the home, she is extremely well looked after.

He has had excellent care from all the nursing staff and the nursing staff have communicated effectively with all the family members when needed and when appropriate. The staff have worked very hard during the pandemic to maintain a safe and caring environment.

The video calls are especially helpful - they started as weekly but over time we've all agreed to reduce the frequency to monthly. I'm glad (the manager) has kept these up. He's happy to participate in the craft activities, singing, plays and special TV sessions that are offered and he especially likes getting out for brief walks round the garden now that this is allowed.

Staff are lovely, quality of care is very good. I am keen to have a bedroom visit and to be able to sit with Mum and just spend time together.

The staff are all very committed to their duties never forgetting that this is a genuine "home" for those they are caring for.

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?	4 - Good
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?

4 - Good

People's wellbeing was considered and catered for very well in the home. People living there told us they appreciated the staff and the efforts that they made, with one person saying "You'll find it's very good here, carers are very kind, they look after us very well. Relatives that were in touch with us spoke highly of the staff and were appreciative of the care that was given and one said to us "Staff are lovely, the quality of care is very good."

Relationships with family and friends should be enabled, in a way that suits each individual person. To help with this the home had made a lot of effort to reintroduce visiting in a variety of ways. It was not yet happening in people's own bedrooms, and this was an area that needed to develop. Another area for development was increasing and/or being flexible with the number of visitors per person. The manager told us that plans were in place to reintroduce visits in bedrooms from the following week.

It was clear that people's health could benefit from living in the home. There were close links with the multi-disciplinary team to help people keep healthy, for example the GP (using a range of medicines and treatments), the optician, a diabetic nurse, the wound care team.

It is important that people can choose suitably presented and healthy meals, including fresh fruit and vegetables. This was evident during lunch time. The social distancing that was in place was well managed and people did not appear to feel lonely as they ate their meal. Support was given when required in an unobtrusive and friendly manner. Juice, water, hot drinks and snacks were available throughout the day so people wouldn't be hungry or thirsty in between meals.

There was a relaxed atmosphere in the home and carers were easily available for people if they needed support. In Covid-19 restricted times a lot of effort was made to interact with people individually. Now that restrictions were easing, the group activities were increasing. People told us they get plenty of things to do and we saw or read about a wide variety such as; crafts, walks, hairdresser appointments, fruit in the garden, sitting in the sun with sun cream, exercise groups. This meant people could choose to have an active life and participate in a range of activities, both indoors and out.

Areas for improvement

1.

The provider should review and improve its flexibility for visitors, particularly in relation to that areas in the home that are used for visiting and the number of visitors enabled to visit each person.

This is to ensure that care and support is consistent with the Health and Social Care Standards 2.18 which state that "I am supported to manage my relationships with my family, friends or partner in a way that suits my wellbeing."

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

4 - Good

People should benefit from living in a home with a culture of continuous improvement and this was demonstrated by the amendments, recommended at a Partnership Assurance visit, having been made. Some small areas where infection may have spread were noted and discussed with the manager who will speak with staff and work out ways to minimise the possibility of infection while trying to keep the building and atmosphere homely.

Peoples' needs should be met by having the right number of staff available and this was the case. Staff responded quickly and naturally to people and they worked in a person centred, not a task centred, manner. People were recognised as an expert in their needs and wishes and received the support they asked for in an unhurried and sociable manner.

The staff team were trained and competent. This showed in the high standard of care for people and the environment. Staff told us that they felt supported by management and by their colleagues. The improvement plan noted that team meetings and supervision should be regular and this should ensure continued support and team work, leading to a high quality of care.

Areas for improvement

1. The provider should ensure that all areas where infection could spread are monitored and corrective action taken as soon as areas of concern are seen.

This is to ensure that care and support is consistent with the Health and Social Care Standards 5.17 which state "My environment is safe and secure."

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

How good is our care and support 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	5 - Very Good

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